

KENTUCKY



L S T A



2004

ANNUAL PROGRAM PORTFOLIO

Kentucky Department For Libraries and Archives

James A. Nelson

State Librarian and Commissioner

FY 2004 LSTA PROJECTS

FY 2004 Annual Program
Budget Information
Project Plans

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Kentucky Department for Libraries and Archives

Mission Statement

The Kentucky Department for Libraries and Archives (KDLA) is committed to support and promote equitable access to quality library services and information resources to meet the library and information needs for all Kentuckians and to ensure that adequate documentation of government programs is created, maintained, and available for public use by providing training, consultation and statewide programs.

The Annual Program Portfolio has been prepared as a result of statewide needs assessment to determine the library needs and desires deemed necessary to the citizens of Kentucky. KDLA has prepared a 2003-2007 five-year plan for meeting those needs with Federal funds made available from the Institute of Museum and Library Services under the state-administered Library Services and Technology Act. KDLA has identified four categories of library needs as well as goals, projects, solutions and expected outcomes to address those needs. This portfolio provides the plan of action for the use of federal funds during the FY2004 year.

Needs Assessment

1. **Access / Technology:** The people of Kentucky have a need for free and full access to information and ideas to increase their knowledge and to help them overcome economic, educational, geographic, or physical barriers. Due to the proliferation of technology, people not only need but expect to receive reliable information in an expedient manner from many different sources. The aging of the population has also increased the need for the availability of information in a variety of formats.
2. **Awareness / Outreach:** The people of the state need to become more aware of the library and information services available to every citizen to assist them in building a brighter future through the resources and opportunities provided by the library. Libraries need to assume a leadership role in their communities demonstrating democracy, neighborliness, community pride and providing access to technology and life-long learning for all citizens.
3. **Children and Youth Services:** Libraries need to play a significant part in the development of Kentucky's children and young adults to stimulate a love of reading and to support them in becoming lifelong-learners and productive members of society. Kentucky's children need well-trained librarians who are well educated, effective and confident in their work to provide services and programs targeted to meet the developmental needs of children.
4. **Programming / Training:** Library customer satisfaction can be improved throughout the state by providing enhanced service delivery and creative programming to meet the diverse needs of all citizens regardless of economic, scholastic, geographical or physical barriers.

Projects in this portfolio are developed with and are subject to LSTA Guidelines and Certification, and the KDLA Policy and Procedure Manual for federal and state grants.

**THE LIBRARY SERVICES AND TECHNOLOGY ACT
STATE ADMINISTERED PROGRAM
ANNUAL PROGRAM PORTFOLIO
KENTUCKY**

**FFY 2004
FISCAL BREAKDOWN**

PROVIDE ESTIMATED EXPENDITURES FROM THE **PREVIOUS** YEARS FUNDS.

GRANT PROGRAM ACTIVITIES	LSTA	STATE	LOCAL	TOTAL
OBJECTIVE # 1 Strengthen the ability of all citizens of Kentucky to have free and equal use of a full range of library and information services by providing and improving access to all types of resources to meet the needs of all types of users	930,949.48	0.00	0.00	930,949.48
OBJECTIVE # 2 Increase awareness of library and information services and programs to the underserved urban and rural communities to allow them to fully utilize library and information resources and support outreach and partnerships with organizations and agencies that will help further the library mission	90,000.00	0.00	0.00	90,000.00
OBJECTIVE # 3 Improve the ability of libraries to meet the informational and recreational reading needs of children and young adults by promoting the planning, maintenance and expansion of programs and by providing librarians who are well educated, effective, and confident in their work to assure that Kentucky's children receive high quality public library service.	80,000.00	0.00	0.00	80,000.00
OBJECTIVE # 4 Strengthen the statewide library system by providing a competent, qualified workforce to serve the citizens of the state and by encouraging and supporting creative programming that will meet the specific needs of communities regardless of economic, educational, geographical or physical barriers	160,000.00	0.00	0.00	160,000.00
TOTAL	1,260,949.48	0.00	0.00	1,260,949.48
Administration (included in Goal # 2)	30,000.00	0.00	0.00	30,000.00

**THE LIBRARY SERVICES AND TECHNOLOGY ACT
STATE ADMINISTERED PROGRAM
ANNUAL PROGRAM PORTFOLIO**

**KENTUCKY
FFY 2004
FISCAL BREAKDOWN**

PROVIDE ESTIMATED EXPENDITURES FROM THE **CURRENT** YEARS FUNDS.

GRANT PROGRAM ACTIVITIES	LSTA	STATE	LOCAL	TOTAL
GOAL # 1 Strengthen the ability of all citizens of Kentucky to have free and equal use of a full range of library and information services by providing and improving access to all types of resources to meet the needs of all types of users.	883,050.52	1,410,400.00	0.00	2,293,450.52
GOAL # 2 Increase awareness of library and information services and programs to the underserved urban and rural communities to allow them to fully utilize library and information resources and support outreach and partnerships with organizations and agencies that will help further the library mission.	155,700.00	300,000.00	0.00	455,700.00
GOAL # 3 Improve the ability of libraries to meet the informational and recreational reading needs of children and young adults by promoting the planning, maintenance and expansion of programs and by providing librarians who are well educated, effective, and confident in their work to assure that Kentucky's children receive high quality public library service.	156,300.00	0.00	0.00	156,300.00
GOAL # 4 Strengthen the statewide library system by providing a competent, qualified workforce to serve the citizens of the state and by encouraging and supporting creative programming that will meet the specific needs of communities regardless of economic, educational, geographical or physical barriers.	248,400.00	920,000.00	0.00	1,168,400.00
TOTAL	1,443,450.52	2,630,400.00	0.00	4,073,850.52
Administration (Included in Goal # 2)	44,300.00	300,000.00	0.00	344,300.00

**THE LIBRARY SERVICES AND TECHNOLOGY ACT
STATE ADMINISTERED PROGRAM
ANNUAL PROGRAM PORTFOLIO**

KENTUCKY

**FFY 2004
FISCAL BREAKDOWN**

(a.) Matching Requirement. Enter total State and local funds available for carrying out the State's annual program in FY 2004.

State Funds		2,630,400
Local Funds		
State Match Required	1,128,759	2,630,400

(b.) PROVIDE ACTUAL OBLIGATIONS FROM THE CURRENT YEARS FUNDS PROGRAMMED AS CARRYFORWARD TO FY 2005.

GRANT PROGRAM ACTIVITIES	LSTA
GOAL # 1 Strengthen the ability of all citizens of Kentucky to have free and equal use of a full range of library and information services by providing and improving access to all types of resources to meet the needs of all types of users.	497,670.48
GOAL # 2 Increase awareness of library and information services and programs to the underserved urban and rural communities to allow them to fully utilize library and information resources and support outreach and partnerships with organizations and agencies that will help further the library mission.	60,000.00
GOAL # 3 Improve the ability of libraries to meet the informational and recreational reading needs of children and young adults by promoting the planning, maintenance and expansion of programs and by providing librarians who are well educated, effective, and confident in their work to assure that Kentucky's children receive high quality public library service.	30,000.00
GOAL # 4 Strengthen the statewide library system by providing a competent, qualified workforce to serve the citizens of the state and by encouraging and supporting creative programming that will meet the specific needs of communities regardless of economic, educational, geographical or physical barriers.	160,000.00
TOTAL	747,670.48
Administration (Included in Goal # 2 Total)	

LIBRARY SERVICES AND TECHNOLOGY ACT
KENTUCKY
FY 2004 PROJECT ESTIMATES BY SOURCE OF FUNDS

NO.	PROJECT NAME	FY 2003 CARRY- OVER FUNDS INTO FY 2004	CURRENT FY 2004 FUNDS			TOTAL OBLIGATIONS			FY2004 CARRY- FORWARD FUNDS INTO FY2005
			LSTA	STATE	TOTAL	LSTA	STATE	TOTAL	
1A1	KULS	90,000	34,900		34,900	124,900		124,900	30,000
1A2	KY GUIDE PROGRAM (KAMCAT)	30,000	28,900		28,900	58,900		58,900	10,000
1B1	Collection Digitization Subgrant	0	20,000		20,000	20,000		20,000	0
1B2-A	Archival Finding Aid Conversion	0	22,000		22,000	22,000		22,000	0
1B2-B	Archival Photograph Digitization	0	10,000		10,000	10,000		10,000	0
1B3	Library Automation Subgrants	90,000	110,000		110,000	200,000		200,000	30,000
1B4	Support For Library Consortia	150,000	81,400		81,400	231,400		231,400	80,000
1C1	Centralized TechnicalSupport	30,000	31,400	295,000	326,400	61,400	295,000	356,400	10,000
1C2	Audiovisual	10,000	40,800	160,000	200,800	50,800	160,000	210,800	10,000
1C3	Tech Support - Field Services	60,000	38,300		38,300	98,300		98,300	30,000
1C3-A	Tech Support - Consultant Consortium	0	40,000		40,000	40,000		40,000	0
1C3-B	Tech Support - Library Innovation Sub.	0	10,000		10,000	10,000		10,000	0
1C4	Information Technology - KDLA	268,949	91,051		91,051	360,000		360,000	165,670
1C5	Large Print Collection	10,000	30,300		30,300	40,300		40,300	10,000
1C6	St. Lib. Reference/Research Services	150,000	63,800	532,000	595,800	213,800	532,000	745,800	80,000
1C7	Telecommunication Services Support	20,000	149,200		149,200	169,200		169,200	20,000
1D1	KY Talking Book	2,000	6,000	375,000	381,000	8,000	375,000	383,000	2,000
1D1-A	Louisville Subregional Talking Book	10,000	44,000	42,000	86,000	54,000	42,000	96,000	10,000
1D1-B	Northern KY Talking Book	10,000	31,000	6,400	37,400	41,000	6,400	47,400	10,000
2A1	Communication / Awareness	60,000	41,000		41,000	101,000		101,000	30,000
2A2	Web Development Subgrant	0	43,400		43,400	43,400		43,400	0
2A3	Awareness Leadership Institutes	0	12,000		12,000	1,200		1,200	0
2B1	School & Library Partnership	0	15,000		15,000	15,000		15,000	0
2C1	Administration Reporting	30,000	44,300	300,000	344,300	74,300	300,000	374,300	30,000

LIBRARY SERVICES AND TECHNOLOGY ACT
KENTUCKY
FY 2004 PROJECT ESTIMATES BY SOURCE OF FUNDS

NO.	PROJECT NAME	FY 2003 CARRY- OVER FUNDS INTO FY 2004	CURRENT FY 2004 FUNDS			TOTAL OBLIGATIONS			FY2004 CARRY- FORWARD FUNDS INTO FY2005
			LSTA	STATE	TOTAL	LSTA	STATE	TOTAL	
3A1	Children's and Young Adult	80,000	66,300		80,000	146,300		146,300	30,000
3A1 -A	C & YA - Prime Time Reading	0	30,000			30,000			0
3A1-B	C & YA - Online Homework Help	0	20,000			20,000			0
3A2	C & YA - Summer Reading Promotion	0	20,000		20,000	20,000		20,000	0
								0	
3B1	C & YA - Early Childhood Dev. Sub	0	20,000		20,000	20,000		20,000	0
								0	
4A1	Training Equip/Data Proj. Subgrant	20,000	30,000		30,000	50,000		50,000	20,000
4A2	Continuing ED - KDLA	10,000	52,000		52,000	62,000		62,000	10,000
4A3	Continuing ED - Public Libraries	50,000	69,500		69,500	119,500		119,500	50,000
4A3-A	CE - Library Trustee Conference	0	5,000		5,000	5,000		5,000	0
								0	
4B1	Regional Consultant and Assistance	50,000	36,900	920,000	956,900	86,900	920,000		50,000
4B1-A	Library Consultant Resource Support	0	15,000		15,000	15,000		15,000	0
								0	
4C1	Programming Subgrants	30,000	40,000		40,000	70,000		70,000	30,000
	TOTAL	1,260,949	1,443,451	2,630,400	4,037,551	2,704,400	2,630,400	4,267,100	747,670

FY 2004 KENTUCKY LSTA PROJECT

Project Title Kentucky Union List of Serials

Project Sub-program QJBD

Objective # 1A **Project #** 02-1A1

KDLA Based ☐ **Needs Assessment** Public Library Services Forum

Subgrant ☒ (For subgrant projects include the name of the organization that will administer the project.)

University of Louisville Foundation, Inc.

Estimated Number To Be Served 4,041,769

Congressional District To Be Served Statewide

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input checked="" type="checkbox"/> Accessing Information | <input type="checkbox"/> Targeted Services |

LSTA Goal

- ☒ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☐ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input checked="" type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input type="checkbox"/> Statewide |

Project Objective

To provide accurate and complete information about serial/journal holdings in libraries of all types in the Commonwealth to library staff and end users. With this information, a traditional delivery mechanism, OCLC ILL, can be employed to get that information in the form of the actual article in a timely manner to the citizen.

Summary of Need

Despite the extraordinarily rapid growth of Internet resources, clients of libraries increasingly need access to the current information that is found only in print serials/journals. There needs to a mechanism in place that can provide information about who owns these materials to library clients and end users.

Needs Assessment

The more information that is available to library clients the better equipped they will be to pursue wide-ranging personal and professional interests to assist them in their pursuit of learning throughout their lives. Libraries continue to forge ahead to provide clients with information that they need in the most effective and efficient manner possible. The "Public Library Services Forums" held by KDLA across Kentucky in the spring and summer of 2001 identified areas of need important to public library users. Two of those areas are life-long learning and technology. Technology provides the means to accomplish this project.

Serials/journals are one of the most significant sources of current and timely information. However, the ever increasing cost of hard copy subscriptions and/or access to electronic journals continues to be prohibitive for many libraries. This is especially true for specialized titles with small audiences. Access to commercial document delivery services as a source for these materials is great except for the fact that they come with a big price tag which may be beyond the means of the library or the patron. This leaves traditional interlibrary loan as the option for obtaining materials, especially some of the items only available in print and/or older titles/issues not yet available electronically.

Many people were of the opinion that once multiple full text databases were available the need for journals and magazines in house would decline significantly. It was felt that clients' needs for the most current information would be served by these electronic means. In actuality, it seems that it has only whetted the appetites of library staff and clients. These databases which provide copious amounts of full text also provide access to references to other materials answering their information needs. As a result of this access, rather than fewer interlibrary loans, the numbers of interlibrary loan requests continues to escalate dramatically. Last year, all interlibrary loan activity including lending and borrowing in all types of Kentucky libraries increased by over 8% when the norm had been a steady increase of 3% a year. The largest increase in requests came from the smallest libraries, our selective users of OCLC ILL, whose use of ILL increased 13%. All indications are that there will be significant increases this year, also.

Solution

The existence of the Kentucky Union List of Serials provides Commonwealth libraries access to current serials holdings information in an electronic environment which not only allows for ownership verification, but also provides for electronic transmission of interlibrary loan requests.

This ability continues to be important to libraries despite increased access to full text databases and information found on Web sites.

For interlibrary loan of serials to be efficient and cost effective, there must exist an accurate database of information regarding the holdings of local libraries, i.e., a serials union list. At this juncture the most efficient method of achieving this is via a central unit to compile and maintain the database, in this instance the Kentucky Union List of Serials. The majority of libraries in the Commonwealth do not currently have the staff expertise or the staff time to allocate to local updating to a union list.

Thus the Kentucky Union List of Serials is a key component in libraries obtaining periodical material for clients, materials which might not be available otherwise and at a minimal cost. Furthermore, because it is resident on OCLC, the information is available to libraries beyond the borders of the Commonwealth, thus enabling libraries to participate internationally in library resource sharing.

KDLA will award a subgrant to the University of Louisville Libraries enabling the University to provide the services of designated maintenance agent for the Kentucky Union List of Serials (KULS) on OCLC as a subset of the Kentucky Group database. KDLA staff will work with KULS staff to ensure that the KULS is appropriately integrated into other resource sharing activities among Commonwealth libraries and that their unique expertise is utilized whenever possible in said activities.

Outcome

Information about serial/journal holdings will be available through the OCLC Union List of Serials. Library staff members and their end users literally throughout the world will have accurate and complete access to serials information held by Kentucky institutions. That information will be used in resource sharing activities through OCLC ILL which will deliver the materials which meet the information needs of library clients.

Evaluation

Key Output Targets

- KULS staff will maintain accurate and complete local data records in the Kentucky OCLC database by updating 10,000 LDRs by October 2004.
- The KULS editor will have trained two new institutions to update their own LDRs in the Union List.

Key Outcome Targets

- The use of the Kentucky OCLC database which includes the Kentucky Union List of Serials for Interlibrary Loan will increase by 8% by October 2004 indication that users are successful in finding needed information..
- There will be an increase by 5 in the number of KULS participants submitting their LDR updates to the KULS office making more holding information available to end users.

Because this is a subgrant project, we at the State Library are even further removed from the end user of these services than usual. It is difficult to provide or expect personal or anecdotal information about how this project effected the citizens of the Commonwealth.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Kentucky Guide Program

Project Sub-program ODCO

Objective # 1A **Project #** 03-1A2

KDLA Based ☒ **Needs Assessment** Archives Research Room User Survey; Public Library Services Forums; Find-It! Kentucky Project Report

Subgrant ☐ (For subgrant projects include the name of the organization that will administer the project.)

Estimated Number To Be Served 200,000

Congressional District To Be Served All

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input checked="" type="checkbox"/> Accessing Information | <input type="checkbox"/> Targeted Services |

LSTA Goal

- ☐ Projects that make content available in all appropriate media
- ☒ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☐ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input checked="" type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input type="checkbox"/> Statewide |

Project Objective

To make archival and manuscript materials in Kentucky historical records repositories more accessible to customers by providing bibliographic descriptions and making them available in the KDLA catalog on the Internet.

Summary of Need

Researchers, librarians, archivists, and others need comprehensive access to archival materials in historical records repositories and libraries throughout Kentucky. Searching for these materials can be simplified by completing the Kentucky Guide Project catalog and making it available through the KDLA catalog on the Internet. To complete the catalog, a staff person needs to be hired to undertake this cataloging and coordination work. This project was not done last year as proposed because no staff was hired, and the catalog is suffering from not being updated, and coordination and communication with participating libraries is not being done.

Needs Assessment

There are over 300 libraries and repositories in Kentucky that hold archival and manuscript collections. Many materials are not cataloged or are cataloged minimally by the institution that holds them. Even if they are cataloged, researchers may not know in which repositories these unique materials are held. Researchers can often become frustrated when searching for archival materials, as these unique items may be held by any number of historical records repositories. Many researchers ask for a union catalog of these materials.

The Kentucky Guide Program visited over 300 repositories during the past twenty years and compiled catalog descriptions of these materials. Over half of these descriptions have been added to the KDLA catalog. Archival materials in the KDLA Catalog are of two kinds: 1) catalog records, which describe the archival holdings of KDLA; and 2) catalog records that describe archival and manuscript holdings in about 300 repositories in Kentucky. There is high demand for access to this information, with over 3,000 web searches for archival materials in the KDLA catalog per month, on average, and numerous e-mails to the webmaster about information that is not available.

Researchers who use the catalog currently are pleased with their search results, and with their ability to locate archival material in the state. The catalog is not complete, however, as bibliographic descriptions have been entered in the catalog for around half of the materials surveyed. About 60% of the KDLA archival holdings have been entered in the catalog. About 40% of the holdings of other Kentucky archival and manuscript repositories have been cataloged.

Providing a more comprehensive catalog for Kentucky archival and manuscript materials would enhance access to these research materials, decrease frustration for customers, and provide a “one-stop” search for archival and manuscript materials in Kentucky..

The Kentucky Virtual Library’s (KYVL) Kentuckiana Digital Library also relies on the Kentucky Guide Program to provide information about manuscripts and archives in Kentucky, and to provide catalog entries for material that may be included for digitization. The State Historical Records Advisory Board

also makes use of the Kentucky Guide catalog when assessing grant proposals and in constructing a strategic plan. Many other libraries, including Western Kentucky University and the University of Kentucky, have relied on the Guide Program to provide bibliographic descriptions of their records back to their institutions, for internal use.

The National Union Catalog of Manuscript Collections (NUCMUC) refers Kentucky institutions to the Kentucky Guide Program for inclusion of bibliographic records of materials from Kentucky.

Solution

A cataloger will be hired to begin work on completing the entries for archival and manuscript material in the KDLA catalog. A graduate school student from the University of Kentucky College and Library and Information Science will be hired as an intern to assist in this work on a part-time basis. Work on standardizing entries already in the catalog will be undertaken. Design of the search page within the KDLA catalog for the archival and manuscript catalog will be completed.

Outcome

Users will be more satisfied with results found from the catalog as it continues to grow and becomes more inclusive of Kentucky archival and manuscript material. More groups and institutions, including the Kentucky Virtual Library, the Kentucky State Historical Records Advisory Board, and the libraries and repositories whose holdings are described in the catalog, will use information from the catalog. Kentucky State Historical Records Advisory Board members will use the catalog to assist in historical records repository assessment and strategic planning.

Evaluation

Key Output Targets

- 200 new entries will be made in the catalog.
- 400 records will be standardized.
- Design of search page for Kentucky Guide catalog will be completed.

Key Outcome Targets

- 10 of customers will demonstrate their satisfaction with using the catalog by providing feedback and suggestions for improving search and help screens.
- 10% of customers surveyed will indicate increased satisfaction with using the guide due to the ease of finding materials.

Survey of customer groups will be undertaken by the Kentucky Guide Program cataloger, during the last quarter of the fiscal year, to get feedback from customers on their use of the catalog and on possible improvements to the catalog. A mid-year report will assess progress of the project. A survey of catalog users will be conducted in order to assess the need for a comprehensive catalog of archival and manuscript material in Kentucky, customers' use of the catalog, and what customers need from the catalog.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Collection Digitization Subgrants

Project Sub-program QJBD

Objective # 1B **Project #** 02-1B1

KDLA Based ☐ **Needs Assessment** Archives Research Room User Survey

Subgrant ☒ (For subgrant projects include the name of the organization that will administer the project.)

Estimated Number To Be Served 4,041,769

Congressional District To Be Served Statewide

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input checked="" type="checkbox"/> Accessing Information | <input type="checkbox"/> Targeted Services |

LSTA Goal

- ☒ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☐ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input checked="" type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input type="checkbox"/> Statewide |

Project Objective

To fund the digitization and creation of accompanying descriptions of collections in the repositories across the state and make them available worldwide 24/7.

Summary of Need

Researchers are demanding more, better and remote access to unique collections housed in Kentucky's institutions.

Needs Assessment

Thousands of incredibly valuable historical collections are locked behind doors of repositories in the Commonwealth. Luckily, the knowledge of their existence has been made possible through the Kentucky Guide Project. Over 300 of Kentucky's institutions are represented by catalog records that describe collections in depth. With the integration of these records into the KDLA Endeavor/Voyager catalog, even greater access has been accomplished through the KYVL Consortia. However, a description is inadequate in this time of 24/7 access via the Internet. Our constituents are frequently wondering (at least prior to the economic downturn.) "Why aren't you like Virginia? The actual materials are accessible through their site." The next step needs to be taken here in Kentucky to bring 24/7 access to information to the citizens of the Commonwealth. The lack of fiscal resources and support has kept activity in this area to a minimum.

Solution

KDLA will offer a minimum of 4 competitive digitization grants (50/50) to the repositories which are represented in the Guide Project and the KDLA Catalog. These grants will allow these institutions to digitize popular and/or important parts of their collections for 24/7 access.

Outcome

Researchers and staff of libraries and archival repositories worldwide will have immediate access to these materials to assist in research and to answer reference and research inquiries. The recipient institutions' staffs working on these projects will be mentors for this type of project in the future.

Evaluation

Key Output Targets

- Four repositories of historical collections will receive subgrants to digitize their collections making them accessible via the Web 24/7.

Key Outcome Targets

- At least 50% of customers surveyed will express satisfaction with these collections' availability.
- Additional Outcome Targets specific to each subgrant will be added after the subgrants are awarded.

Recipients of the subgrants will keep statistics and will report progress and impact of the project through quarterly reports. The project monitor will work closely with recipients and will submit a final report.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Archival Finding Aid Digitization

Project Sub-program ODCO

Objective # 1B **Project #** 03-1B2-A

KDLA Based ☒ **Needs Assessment** Archives Research Room User Survey;
Public Library Services Forums

Subgrant ☐ (For subgrant projects include the name of the organization that will administer the project.)

Estimated Number To Be Served 200,000

Congressional District To Be Served Statewide

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input checked="" type="checkbox"/> Accessing Information | <input type="checkbox"/> Targeted Services |

LSTA Goal

- ☐ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☒ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☐ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|-----------------------------------|---|
| <input type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input checked="" type="checkbox"/> Statewide |

Project Objective

To make item level finding aids for KDLA's archival materials on microfilm available electronically through the KDLA Catalog.

Summary of Need

Many customers have requested online access to KDLA finding aids for archival material. Most finding aids for archival material are only available in paper format and may be used only by customers who make on-site research visits to KDLA. For on-site visitors, use is difficult; for those doing research off-site, the finding aids are not even available. These finding aids need to be made accessible for customers to use on the web, rather than limiting use to KDLA's hours of service. Conversion of the finding aids will also make them easier to use. This project was proposed last year, but not completed because of a staffing vacancy.

Needs Assessment

KDLA receives almost 25,000 customer requests annually for use of archival materials. Although bibliographic records for many archival series, or aggregates, are available through the KDLA catalog, information about each item in a series is available only in paper, in paper that only the staff can comprehend, or not at all.

For instance, a customer needs a marriage record book from Scott County for 1851, but finds in the catalog that KDLA holds four microfilm rolls of Scott County marriage record books, covering the years 1830 to 1860. The individual roll of microfilm containing a copy of the 1851 book cannot be located through the catalog, but can only be discerned when looking at the paper finding aid. This is a cumbersome process for on-site customers, and an impossible one for off-site customers, who cannot complete the request themselves, but must call or write for item level information. The customer needs an electronic item level finding aid linked to the catalog. Allowing electronic access directly by the customer will greatly enhance the usefulness of the online catalog to answer specific customer needs.

Solution

KDLA will contract with a vendor to convert its finding aid microfilm listings. Item level access can be provided through converting the paper finding aids to electronic format using Encoded Archival Description (EAD). EAD is a set of rules for designating the intellectual and physical parts of archival finding aids so that the information may be searched, retrieved, displayed, and exchanged in a predictable platform-independent manner. The EAD Document Type Definition (DTD) is a standard for encoding archival finding aids using the Standard Generalized Markup Language (SGML). The Network Development and MARC Standards Office of the Library of Congress in partnership with the Society of American Archivists maintain the standard. (For more background information, see: <http://www.loc.gov/ead>)

KDLA has paper finding aids for the 58,000 rolls of microfilm housed in the Archives Research Room and available to the public for use. These paper finding aids will be converted to EAD records and linked to the series descriptions in the KDLA Catalog. Conversion will require use of an EAD conversion services similar to the one used by the Kentucky Virtual Library (KYVL) to convert finding aids of participants in the Kentuckiana Digital Library.

After conversion, the EAD finding aids are then linked to the catalog records, allowing customers to click on a URL for each item level finding aid.

KYVL included finding aids for KDLA's microfilm holdings of the Executive Journal from the Office of the Governor. These are online at <http://www.kyvl.org>, and have been extremely well received by the research community.

Outcome

Users will be able to access item level finding aids for microfilm through links in the KDLA Catalog, giving customers access to specific materials. It will also extend the availability of this information to customers around the world, increasing availability far beyond walk-in customers who are using the material in paper format now. This conversion project will also prepare KDLA for the more complex conversion of paper finding aids for its original document holdings. The conversion of microfilm finding aids, comprising around 59,000 items, will be much simpler than the conversion of finding aids for the State Library's original records holdings, comprising around 500,000 individual record containers, and so can serve as a model for the later project.

Evaluation

Key Output Targets

- Finding aids for 59,000 rolls of microfilm will be converted from paper to EAD format.
- 95% of KDLA's microfilm available for archival research use will have an EAD record.

Key Outcome Targets

- 30% of web site users will access the EAD finding aids through the KDLA catalog.
- 10% decrease in assistance requested from staff for locating microfilm indicating that customers are able to find the material themselves with via the finding aids.
- Use of the KDLA catalog will increase by 10% as users will find more information in the catalog with the EAD records.

Research Room statistics will document the number of questions staff receive. Web search statistics will document that use of the catalog has increased. Results will be reviewed and reported in mid-year and annual status reports.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Archival Photograph Digitization

Project Sub-program ODCO

Objective # 1B **Project #** 02-1B2-B

KDLA Based ☒ **Needs Assessment** Archives Research Room User Survey

Subgrant ☐ (For subgrant projects include the name of the organization that will administer the project.)

Estimated Number To Be Served 4,041,769

Congressional District To Be Served Statewide

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input checked="" type="checkbox"/> Accessing Information | <input type="checkbox"/> Targeted Services |

LSTA Goal

- ☒ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☐ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input checked="" type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input type="checkbox"/> Statewide |

Project Objective

To digitize another popular photograph collection, mount the images on our server, create Encoded Archival Description for each of the images and load those records with the URL link to the image into the KDLA Catalog so that there will be 24/7 access worldwide.

Summary of Need

There is very limited access to these tremendous photographic resources: The Kentucky Agricultural, Tourism and Gubernatorial photograph collections held at KDLA. On site access is primitive at best. Off site access is next to impossible. These heavily requested collections need much wider availability.

Needs Assessment

The Agricultural, Tourism and Gubernatorial photographic collections are among the most popular photograph collections in the State Library's archival holdings. After the WPA collections, the images in these collections are the most heavily used in the archives. Customers often access these photographs, as they present a broad picture of Kentucky people, life, and work in the 1930s through the 1960s. Many customers also request copies for their research or for publication. Access to the photographs, however, is not easy. On-site customers can look through photocopies of the original photographs, arranged in broad subject categories, and then request a print for their own use, if needed. Off-site customers have a more difficult time. They must first talk with an archivist about their needs, which may or may not be specific. The archivist must do research for a particular photo or type of photo and then send a photocopy of the photo to the customer. The customer can then request a print of the photo, or possibly start a search for another photo. It is a very labor intensive process, often frustrating for both the customer and the archivist. Currently, the photographs have no item level finding aid; instead they are filed in and accessed through broad subject categories. About 75% of the photographs have written identifications penciled on the back or otherwise attached, but these identifications are not available to the public. Digitization and an item level finding aid would assist customers in using these photos.

Solution

KDLA will contract with a vendor to digitize 900 images from these collections according to established KDLA standards and to convert the accompanying item level information to Encoded Archival Description. The item level identification of the photographs currently exists only in pencil emendations on the back of the photos. The images will be made available on the KDLA website, with descriptive information. The catalog record for these photographs in the KDLA Catalog will be linked to the URL for the EAD finding aid. The images will also be accessed through the Kentuckiana Digital Library of the Kentucky Virtual Library (KYVL).

Outcome

Current users of these photograph collections, new State Library and Archives users who have access to the collections for the first time, users of the Kentucky Virtual Library (KYVL), KYVL consortium libraries, users of the KDLA Catalog and KDLA staff answering reference and research requests will be assisted in their quest for information.

Evaluation

Key Output Targets

- The most popular images from these photograph collections will be digitized and mounted for 24/7 access.
- EAD records will be created for those images with written descriptions and will be added to the KDLA Catalog.

Key Outcome Targets

- 95% of the customers surveyed will indicate that they are extremely satisfied to have remote 24/7 access to the actual image that will be described for the first time at the item level.
- 75% of customers will indicate success in their search for specific photographs.

Level of satisfaction will be based on a sure survey form attached to the image files, which asks users their opinion of the imaged photographs. These surveys will be analyzed, and the results summarized. The results will be reported through a mid-year and annual status report.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Library Automation Subgrant

Project Sub-program QARO

Objective # 1B **Project #** 04-1B3

KDLA Based ☐ **Needs Assessment** Public Library Services Forum

Subgrant ☒ (For subgrant projects include the name of the organization that will administer the project.)

To be determined competitively (KDLA)

Estimated Number To Be Served To be determined

Congressional District To Be Served Statewide

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input checked="" type="checkbox"/> Accessing Information | <input type="checkbox"/> Targeted Services |

LSTA Goal

- ☐ Projects that make content available in all appropriate media
- ☒ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☐ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input checked="" type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input type="checkbox"/> Statewide |

Project Objective

To provide a 50% matching grant to selected libraries across the Commonwealth so that their clientele may benefit from greater collection access promoted by a modern automation system.

Summary of Need

Many LSTA eligible libraries across the Commonwealth lack sufficient funding to undertake an automation project. While they may well be able to afford the annual cost of ownership, the initial cost is prohibitive for them to consider.

Needs Assessment

Currently in the Commonwealth, over 40% of the public libraries and a considerable number of academic libraries and special libraries are not automated. Even of those that have managed to automate, many are in need of system migration to a more suitable system. These tend to be the smaller libraries (under 30,000 volumes) located in the less affluent areas of the state. These libraries are making limited progress in automation, due largely to two reasons:

- Lack of monetary resources
- Lack of on-site technological expertise

While KDLA employs a Technology Consultant who assists libraries in the automation process, the libraries are left largely on their own to finance these projects. With basic automation/retrospective collection conversion costing \$50,000 +, these costs can be prohibitive even to libraries which could greatly benefit from the technology, and which could pay on-going expenses.

Solution

KDLA will offer matching, competitive grants for LSTA eligible libraries. Grant amounts would be limited to a maximum of \$30,000 for each individual library, and one additional consortium grant with a maximum total of \$90,000. Money could be used for equipment, programs, retrospective conversion, system migration or any other expense associated with automation excluding salaries or fringe benefits. Library must be able to complete the project within the grant year. Systems purchased and conversions performed must meet KDLA standards.

Outcome

Clientele of the public libraries or institutions selected to participate will receive greatly enhanced access to multiple information resources, enabling them to better participate in decision-making affecting their life quality. Libraries will be able to better utilize their collections, as well as make their holding available on a state, national and world level, through the automation of there collection holdings records.

Evaluation

Key Output Targets

- At least four libraries yearly will be provided with funding for an automation project, with grant amount not exceeding \$30,000 each (this is a matching grant).
- These libraries will automate all or part of their collection holdings.

Key Outcome Targets

- Circulation will increase by at least 5% in libraries receiving automation subgrants indicating that patrons are better able to access needed information
- 30% of patrons will indicate that they successfully located the information they were seeking.

The project monitor will survey each recipient library regarding their circulation statistics before and after the project. Library directors will be instructed to randomly survey patrons in the library to ascertain their success in finding needed information through the new system. Subgrant recipients will submit quarterly and final status reports focusing on statistical and anecdotal results. The project monitor will combine results from all projects in an annual report at project end.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Support for Library Consortia

Project Sub-program QBEO

Objective # 1B **Project #** 02-1B4

KDLA Based ☒ **Needs Assessment** Public Library Services Forums, KDLA/KYVL Training Survey, Find It! KY Project Report

Subgrant ☐ (For subgrant projects include the name of the organization that will administer the project.)

Estimated Number To Be Served 4,041,769

Congressional District To Be Served Statewide

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input checked="" type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input type="checkbox"/> Accessing Information | <input type="checkbox"/> Targeted Services |

LSTA Goal

- ☐ Projects that make content available in all appropriate media
- ☒ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☐ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input checked="" type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input type="checkbox"/> Statewide |

Project Objective

To provide support for collaborative efforts that serve the informational needs of both library staff and the citizens of the Commonwealth.

Summary of Need

The library community needs a centralized agency to support collaborative efforts that enhance the information services available in libraries throughout the Commonwealth. Support is needed via several mechanisms: financial support for specific activities and/or services, direct administration or delivery of services by State Library staff and advocacy and representation in appropriate forums for library consortia and collaborative efforts and services.

Needs Assessment

Despite significant advances having been made in bringing real time access to information resources to libraries of all types, because of fiscal constraints, few if any libraries have to date achieved total independence in meeting the information needs of their various client groups. Therefore, the library community continues to be dependent on collaborative efforts to achieve the optimum in service to their clients with a minimum of fiscal outlay. Furthermore, successful participation for all the stakeholders in such efforts is dependent upon effective central support and/or coordination.

In recent years, KDLA has partnered with the Kentucky Virtual Library (KYVL) which has emerged as the provider of enhanced/expanded access to electronic commercial databases with plans for ultimately providing electronic access to information resources unique to the Commonwealth as well. The State Library participates in many KYVL projects and serves on planning/implementation groups for KYVL. Attention is also given by the State Library to programs which integrate into collaborative library efforts, e.g., the development of a Government Information Locator System (GILS): Find It! Kentucky.

The involvement of the State Library in these efforts and others like them provides for two significant contributions. The more obvious one is the provision of tangible financial assistance and staff support and expertise. The less tangible one is one of advocacy for all libraries. While collaboration is crucial among libraries, the disparity among what the broad spectrum of libraries can bring to the table is great and the involvement of the State Library helps to ensure equity.

However, KDLA also has a commitment to participate in such collaborative efforts as an individual institutional library. Like a number of libraries across the Commonwealth KDLA has migrated to the Endeavor/Voyager Library Management System to provide access to collections at KDLA. One of the reasons for choosing this system is that it has the potential to bring access to all agency collections regardless of format and origin into one system. Second it permits the agency to participate as an institution in a significant collaborative effort with academic and other special libraries throughout the Commonwealth. Libraries having chosen the Voyager system are able to have their databases mounted on one of two servers serving the entire state and making them accessible to all citizens.

The "Public Library Services Forums" begun in 2001 and held by KDLA across Kentucky identified areas of need important to public library users. Two of those areas are life-long learning and technology. The more information that is available to library clients the better equipped they will be to pursue wide-ranging personal and professional interests to assist them in their pursuit of learning throughout their lives. Libraries continue to forge ahead to provide clients with information that they need in the most effective and efficient manner possible. Technology provides the means to accomplish this project.

In July 2002, KDLA and KYVL staff met to continue their partnership in conducting their third annual training needs survey. Because of severe staff shortages at KYVL, the survey was created but never mounted and conducted. Subsequently, we will rely upon the results of our previous year's survey for now. We also have comments from the last round of Gates Foundation Grant supported technology based training which ran through November 2002 which continues to validate the findings of the 2001 survey. Over 400 library staff members from all types of libraries throughout the state responded through websites or on paper about what they wanted to learn about and how, when, and where they wanted that training. Technology related and based training was a significant part of this survey.

In 2001, KDLA planned and conducted a pilot project to construct a Government Information Locator Service (GILS) for the State of Kentucky, known as Find It! Kentucky. Through this project, KDLA concluded that an ongoing GILS program would provide easy access to state and local government information on the web. It fills the gap between the Kentucky State Government's KYDirect and the needs of customers. Because of the great need to make government information more accessible and organized, KDLA has instituted this as an on-going program. We have become players in the GOT Web Standards Committee, had our metadata generator adapted and adopted as a standard for the state, and have made progress in providing other state agencies with the Find It! code for their use on their own webpages.

Solution

KDLA will manage and fund the maintenance and expansion of the Kentucky Group Database on OCLC including the tapeloading and ftping of non-OCLC bibliographic records to the database and the review and disposition of records which do not initially load. Coordinate and manage the Kentucky OCLC Group Access Capability (GAC) Interlibrary Loan activities funding said activities for libraries designated SOLINET Affiliates. Subsidize fiscally as necessary access to electronic information databases via KYVL for Kentucky's libraries and with staff support and expertise as appropriate. Participate in the development, implementation and/or expansion of collaborative activities benefiting libraries in the Commonwealth, i.e., the development of Government Information Locator System (GILS): Find It! Kentucky. Conduct evaluation of software, plan for, fund, coordinate, and implement appropriate survey activities. Plan, coordinate, co-sponsor and/or fund library staff training based on customers' expressed needs. Plan, coordinate, implement and fund the continued expansion of access to KDLA's own collections and licensed electronic databases through the KYVL Endeavor/Voyager consortia. In the arena of access to electronic databases continue testing toward the purchase and implementation of software to facilitate the authentication process and one-stop shopping. Participate in and fund the Endeavor/Voyager Library Management System project as an individual institution.

Outcome

These various collaborative efforts are intended to assist library and archival repository staff and clients throughout the Commonwealth and in some cases the world gain access to information. In the case of the maintenance and expansion of the Kentucky database, more holdings will be available to respond to the informational needs of the citizens. It is through the Kentucky OCLC ILL project that the majority of citizens obtain access to materials housed in facilities outside of their geographic boundaries in a timely manner. The electronic databases provided through KYVL and by various types of support by KDLA provide widespread access to all citizens at the library and at home. The Find It! Kentucky project

provides much needed standardized terms and metadata construction for state webmasters to utilize which will make their information more accessible to their target audience: the citizens of the Commonwealth. By purchasing survey software, KDLA will be able to more easily determine and respond to the expressed needs of their customers. By providing access to additional collections and databases at KDLA, we will further enhance our ability to meet the informational needs of our customers. The Endeavor/Voyager Consortia allows expanded and sophisticated access to materials in the State Library's collections 24/7 worldwide.

Evaluation

Key Output Targets

- 200,000 non-OCLC cataloging institutions' records will be tapeloaded or ftp'd to the Kentucky OCLC database.
- Assist 5 state government agencies with mounting and using Find It! software on their websites.
- Conduct one comprehensive survey to determine our customers' training needs.
- 100 library staff members from all types of libraries will attend technology based training

Key Outcome Targets

- 75% of the library staff attending the technology based training will acquire new awareness and knowledge which will enable them to better serve their customers by October 2004.
- 50% more state agency webmasters will be aware of the availability of Find It! Kentucky's software for use on their own websites by October 2004.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Centralized Technical Support

Project Sub-program QBCO

Objective # 1C **Project #** 02-1C1

KDLA Based ☒ **Needs Assessment** Public Library Services Forum, State Library Reference/Research Services

Subgrant ☐ (For subgrant projects include the name of the organization that will administer the project.)

Estimated Number To Be Served 4,041,769

Congressional District To Be Served All Six

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input checked="" type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input type="checkbox"/> Accessing Information | <input type="checkbox"/> Targeted Services |

LSTA Goal

- ☒ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☐ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|-----------------------------------|---|
| <input type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input checked="" type="checkbox"/> Statewide |

Project Objective

To increase the variety of formats and informational sources available for resource-sharing purposes through the operation of a centralized technical support unit at the State Library and its contribution of holdings information to the database at OCLC. To improve access to full-text electronic resources for which the State Library holds subscriptions. To provide consultative support to Kentucky libraries to aid them in better serving the informational needs of their clients.

Summary of Need

With the continuing proliferation of informational resources, cost increases, and budget tightening, and an increasing emphasis on continuing education, access to library resources becomes ever more important. To contribute to this endeavor and better serve the needs of libraries and individuals, there must be complete and accurate bibliographic descriptions of multi-type materials in the collections of KDLA, and the holdings information added to the OCLC database. These records in the KDLA catalog must be accessible through remote connections and in a 24/7 timeframe. Linkages from the catalog to the actual information in electronic resources is also needed. Since some public libraries have difficulty in creating bibliographic records for their own catalogs, they need assistance from outside sources.

Needs Assessment

The first “Public Library Services Forums” held by KDLA across Kentucky in the spring and summer of 2001 identified areas of need important to public library users. Two of those areas were life-long learning and technology. Library users need a greater variety of materials and formats made available to enable them to pursue wide-ranging personal and professional interests and assist them in their pursuit of life-long learning. The descriptions of these materials need to be created in a machine-readable form, and through technological means, be accessed via a variety of online systems to make them available to a larger audience.

These same needs have been echoed throughout Kentucky state government as personnel are now required to pursue hours of continuing education/professional development each year. Other information is also needed by state government workers in fulfilling their daily job duties. Since the State Library is a logical source to supply materials to meet these requirements, it is important that these items be described in the library catalog and that the catalog be accessible anytime and from remote locations. In addition to describing materials, it would be extremely advantageous to have links from the catalog record to actually access the full content of the electronic resource described.

A need for videocassette and DVD materials, in Spanish and with public performance rights, has been expressed by both state government and by public libraries for use in group settings. With the growing Hispanic population in Kentucky, this need will only increase.

According to statistics from Public Libraries in the United States: Fiscal Year 2000, a federal report released in July 2002, Kentucky ranks 44th among the 50 states and D.C., in total operating income per capita for public libraries and 41st in total collection expenditures per capita. It ranks 41st in audio materials and 44th in video materials per 1,000 population. For all these reasons, Kentucky citizens need to know what materials are available to them through the KDLA collections. The federal report also said that Kentucky ranks 48th with public librarians having an ALA-MLS. This means that some libraries have staff without the knowledge, training, or access to tools necessary to create accurate and complete bibliographic records of items in their own library collections, and need an outside source for consultation on cataloging problems.

Solution

KDLA will operate a centralized cataloging and processing center with experienced and knowledgeable staff and supported with the necessary operating expenses. The State Library's records will be contributed to OCLC for inclusion in their database for resource sharing. Cataloging staff will take advantage of training opportunities to improve their skills in cataloging the disparate formats of material being added to library collections, such as video, DVD, and electronic resources. Since DVD items will be a new format for in-house cataloging, the Branch will purchase two DVD players to collect/verify descriptive and subject information to ensure accurate bibliographic records. The addition of Spanish language multimedia materials to the catalog will be significantly increased. Bibliographic records will also be added to the KDLA catalog for electronic resources to which registered patrons are allowed access. The records will contain links to the actual full-text resource. Plans will also be made for the cataloging and addition of other types of agency materials such as Kentucky state government documents. The final shakedown after implementation of the Media Scheduling component of Endeavor/Voyager system will be completed. The software of the Endeavor/Voyager Library Management System that provides automated access to the KDLA collections will be maintained and upgraded as necessary. It is hoped that the next upgrade of the system will allow the successful batch load of records for federal government publications. The KDLA database will be continually maintained and updated to accurately reflect agency holdings. Bibliographies created by Reference Staff and mounted on the agency website will be linked to records in the online catalog. The centralized technical support unit will continue to act as cataloging agent to OCLC for the state's SOLINET Affiliates, and will do problem solving in conjunction with unmatched records resulting from contributions of records from local systems. Since staff will spend many hours at computers, it will be necessary to replace two computer stands and several damaged chairs to facilitate most efficient workflow and promote a healthier work environment. We were fortunate enough to have obtained new and larger-screened monitors which help us to see images more clearly. However, some computer stands which had been ergonomically correct for the previous smaller-screened monitors could not accommodate the larger ones. As a result, makeshift stands have been utilized out of necessity. Because these stands are smaller, less sturdy, and not fully adjustable, the outcome is an unhealthy, ergonomically unfriendly work environment which needs correction. The chairs in temporary use as substitutes for the damaged ones are also ergonomically unsuitable. In addition to direct cataloging and database maintenance activities, the unit will continue to encourage and provide consultative services for local library staff and contribute a column of cataloging tips to the agency's Public Library Newsletter.

Outcome

The planned expansion of the KDLA catalog to be more inclusive of agency resources will allow users 24/7 access to descriptions of its more varied holdings, particularly the growing multimedia component with its new Spanish language segment. With the addition of records for internet resources and links to the actual resources, users will also have 24/7 access from remote locations to the actual content of research sources. Plans to add Kentucky government documents to the KDLA catalog will add yet another type material of value to researchers. The more comprehensive the catalog becomes, the closer it comes to being a "one-stop shopping" tool for users of agency collections. It will also allow the agency to better serve populations such as the Hispanic community and state government workers. Since most activities of this project are directed to library staffs, including the State Library, in support of service to their patrons, the project is often a step removed from the end-users. However, statistics show that interlibrary loan activities in Kentucky have gone up more in the last year than in previous years. This is one indication that libraries will be able to fill information needs for their clients that they have previously

been unable to fill. Users of all types will be better able to pursue whatever personal or professional topics are of interest to them, through materials in various formats and held in various locations. Because of this project many new titles, including an increasing amount of material in multimedia formats, will be added to the OCLC database to further increase resource-sharing opportunities among libraries, and because these records are in electronic form, they will be available to an ever increasing client base. Since the project will also offer consultative services on cataloging issues, local libraries will be supported in creating their own records for items owned in their collections.

Evaluation

Key Output Targets

- By fall of 2004, over 750 new videocassette, DVD, and interactive CD-ROM titles will have been received for inclusion in the KDLA catalog, and the holdings added to the OCLC database.
- By fall of 2004, 8 requests will have been received by the Technical Services unit for consultation on cataloging issues, and 6 columns of cataloging tips will have been submitted to the Public Library Newsletter.
- By the end of the project year, 100% of the internet resources identified by the Reference Staff for inclusion in the KDLA catalog will have been added.

Key Outcome Targets

- There will be a 20% increase in the number of times users access the expanded KDLA catalog.
- 100% of staff in the Technical Services unit will receive training and/or experience in cataloging disparate formats such as DVD, interactive CD-ROM, and internet resources available.
- Interlibrary loan activity will grow by 10%.

The Branch Manager for Technical Services will monitor this project throughout the year. Mid-year and year-end reports will be prepared documenting the activities of the project. The measure of progress will be based primarily on statistical reports from several sources. Interlibrary loan activity will be measured by OCLC's Interlibrary Loan Statistical Reports, and the level of user activity in accessing the KDLA Catalog will be taken from the University of Kentucky's Eastlib Hub Site Statistical Reports. As for other activities such as items of various formats added to the KDLA catalog and instances of direct assistance to Kentucky's public libraries, statistics documenting progress in those areas will be taken from monthly and annual statistics kept within the Technical Services Branch.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Audio / Visual / Multimedia Program

Project Sub-program QBAO

Objective # 1C **Project #** 02-1C2

KDLA Based ☒ **Needs Assessment** Audiovisual Program Survey

Subgrant ☐ (For subgrant projects include the name of the organization that will administer the project.)

Estimated Number To Be Served 4,041,769

Congressional District To Be Served Statewide

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input checked="" type="checkbox"/> Accessing Information | <input type="checkbox"/> Targeted Services |

LSTA Goal

- ☒ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☐ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|-----------------------------------|---|
| <input type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input checked="" type="checkbox"/> Statewide |

Project Objective

To increase lifelong learning and provide training and continuing education opportunities for the citizens of Kentucky by acquiring and lending a centralized collection of multimedia materials including those with public performance rights.

Summary of Need

Kentucky's public libraries depend on the high quality multimedia materials acquired by KDLA to serve their users' needs for information, culture, and recreation; and inclusion of Spanish language material will help the libraries reach the large numbers of immigrants who are now making Kentucky their home. State government employees depend on the collection to have access to training and continuing education multimedia material to improve the skills needed to serve citizens of Kentucky.

Needs Assessment

A survey sent to public libraries and their branches confirms the need for multimedia materials. Nearly 84 percent of the 108 responding libraries use the centralized collection of materials at the State Library. High quality literature based children's videos are required for story hours and other children's programming. Materials are also needed for library staff training, computer instruction and to satisfy general requests for educational material. In addition there is a demand in public libraries for unabridged audiobooks, both in cassette and CD formats which tend to be expensive. The purchase of new audiobooks in fiction and nonfiction will help supplement public library collections.

The Citizens' Forums conducted across Kentucky confirmed truths about public libraries. They are equal opportunity providers of programming and lifelong learning to all citizens regardless of age, socio-economic position or race. The libraries are neighborly and serve as community centers. These truths are especially evident in relation to the present need for Spanish-language multimedia materials enabling the public libraries to serve Spanish-speaking immigrants residing in Kentucky.

A growing number of Spanish-speaking immigrants are finding jobs and putting down roots in Kentucky rather than staying for harvests or the thoroughbred season and then leaving. The 2000 Census shows that there is a foreign-born explosion in Kentucky from Louisville to the thoroughbred farming communities in central Kentucky to the tobacco towns in the west. In Shelby County the number leaped from 86 in 1990 to 1284 in 2000, and in Fayette County it jumped from 6628 to 15,448. In Warren County it grew from 920 to nearly 4000. However many familiar with the situation assert that the actual number is much higher because immigrants are often wary of filling out census forms and many others are here illegally. So as communities change public libraries need Spanish language multimedia resources to reach out and help these immigrants adapt to American life.

Through a partnership with Governmental Services Center (GSC), the training arm of state government, KDLA multimedia program will provide materials to be loaned to state government trainers for use in training state government employees. In addition Kentucky Employee Assistance Program (KEAP) staff will use multimedia materials to help employees resolve personal problems. New training materials are needed to support these projects which in turn will benefit Kentuckians who are served by state government programs.

This project includes funding for multimedia materials in all formats, postage, printing, office supplies, travel, and equipment.

Solution

To enhance the multimedia collection new materials will be added to the collection on the recommendation of the State Library Services Materials Selection Committee. There will be a concerted effort to add Spanish language material to help public libraries aid Spanish-speaking immigrants who are coming into Kentucky in record numbers.

The migration of multimedia materials to Endeavor Voyager, KDLA's online catalog, is projected to be complete at the beginning of this project year, and the inclusion of these materials will greatly simplify their access. This project makes these resources available not only to Kentucky's public libraries but to state employees statewide by interlibrary loan. Audiobooks will continue to be accessible in Endeavor/Voyager and available for interlibrary loan.

To inform public library staff about new acquisitions Film Clips will be produced which is part of SelectioNotes, a bimonthly online newsletter, as well as articles in the Public Library Newsletter. Communique, the newsletter for Kentucky state government employees, will be used to inform them about new acquisitions.

Acquisition staff will attend the National Media Market to preview new titles and make purchases of multimedia materials at substantial discounts.

No DVD players are owned by the State Library so this equipment is needed by State Library staff and state agency employees for training purposes. Replacement VCR equipment is needed to supplement existing equipment. A data projector is needed for training purposes for both KDLA staff and state agency personnel. The projector can be attached to workstations to project sites from the internet or computer files for training purposes and can be used to project videos and DVDs for large groups.

Outcome

Kentucky's public libraries will have access to a variety of high quality multimedia materials with public performance rights including selected Spanish-language materials to serve the growing number of immigrants settling in Kentucky. Materials will be available for use in training, providing continuing education and improving the skills of state agency employees.

Evaluation

Key Output Targets

- By the end of September, 2004, 475 videocassettes and 625 audiobooks will be added to the collection.
- By the end of September, 2004, a total of 6800 audiovisual materials will be circulated.

Key Outcome Targets

- An increase of 2% in the state government circulation total will show the program has been successful in meeting state government training and work-related needs.
- An increase of 2% in total multimedia materials circulation will indicate that these materials are meeting the needs of Kentucky public libraries and their users.

Computer-generated circulation statistics from the Endeavor/Voyager online system will be used to determine the success of the program. Comments made by public library staff on forms returned with the materials will help to determine the need for various materials. Interviews with selected trainers from the Governmental Services Center and comments received from class evaluations will help determine the success of programs oriented toward state government employees. Technical services staff will record the numbers of new multimedia of all types added to the collection.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Tech Support – Field Services

Project Sub-program QARO

Objective # 1C **Project #** 04-1C3

KDLA Based ☒ **Needs Assessment** Public Library Services Forum

Subgrant ☐ (For subgrant projects include the name of the organization that will administer the project.)

Estimated Number To Be Served 4,041,769

Congressional District To Be Served Statewide

LSTA Purpose

- | | |
|---|--|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input checked="" type="checkbox"/> Computers/Telecommunications |
| <input type="checkbox"/> Accessing Information | <input type="checkbox"/> Targeted Services |

LSTA Goal

- ☐ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☒ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☐ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input checked="" type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input type="checkbox"/> Statewide |

Project Objective

To enhance the ability of library personnel to adequately meet the challenges presented by new technologies, to make library staff better able to utilize existing technologies, and to prepare library staff to assist patrons with the technologies presented.

Summary of Need

Library personnel, administration and governance lack the necessary skills and experience to adequately anticipate technology changes and to utilize existing technology for the best benefit of the library and it's clientele.

Needs Assessment

Many citizens of the Commonwealth lack fair and equitable access to the technologies that are considered a basic level of service in most modern libraries today. This includes, but is not limited to, the Internet, an online public access catalog, and CD-ROM based products. Less than 10% of the libraries in Kentucky employ a full-time technology person, and nearly 50% are not automated.

In many libraries, due to budgetary and time constraints, the library personnel lack education and experience to select and maintain advanced technical equipment. This lack of technology compounds the problems and frustrations these counties already face – business and industry are reluctant to locate in an area without adequate library services, including modern technology.

Further, data from library services must be collected, manipulated, and reports prepared so that accurate decisions may be made about library services and funding priorities.

Solution

KDLA will employ a staff Technology Consultant to provide professional technology support to Kentucky's libraries in areas of the state where technological implementation and support are inadequate. In order to provide on-site assistance, telephone support, and technological training, an adequate travel allotment must be established and sufficient computer equipment must be provided for the fulfillment of these duties. Duties of the staff Resource Analyst would be supported in this program.

Outcome

At the completion of this project year participant libraries should be better positioned to serve the technological needs of their client population. An increase in technology knowledge will enable these libraries to better serve all facets of their clientele informational needs, as an increasing amount of information is electronically assessable. Further, libraries will be equipped to anticipate future technology change, make informed technology purchasing decisions, and provide basic technology assistance to their patrons.

Evaluation

Key Output Targets

- At least three libraries will be guided through the automation process
- At least 24 library site visits will have been performed
- At least three technology related workshops will have been provided.

Key Outcome Targets

- Libraries receiving E-rate funding will increase by 10% due to assistance from this program.
- At least 25% of the libraries in Kentucky will receive telephone or on-site support from this program during the year.

The project monitor will keep statistics of libraries and how they were assisted during this project. The monitor will also request feedback from the library staffs to find strengths and weaknesses of the project in order to ascertain future needs. Results will be reported through a mid-year and annual status report.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Tech Support – Interlocal Consultant Subgrant

Project Sub-program QARO

Objective # 1C **Project #** 04-1C3-A

KDLA Based ☐ **Needs Assessment** Public Library Services Forum

Subgrant ☒ (For subgrant projects include the name of the organization that will administer the project.)

To be determined competitively (KDLA)

Estimated Number To Be Served To be determined

Congressional District To Be Served Statewide

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input checked="" type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input type="checkbox"/> Accessing Information | <input type="checkbox"/> Targeted Services |

LSTA Goal

- ☐ Projects that make content available in all appropriate media
- ☒ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☐ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|--|-------------------------------------|
| <input checked="" type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input type="checkbox"/> Statewide |

Project Objective

To enable a library region (or consortium of libraries crossing regional bounds) to hire an on-site automation consultant to provide network design and administration for the subgrant recipient during the term of the project. This person would work closely with the Technology Consultant to provide guidance during the automation process, and to provide administration of the system after the automation is complete.

Summary of Need

Many libraries lack trained personnel to undertake automation, and staff to maintain the system after the initial automation is complete. Due to this, many libraries that could afford the automation itself do not undertake the process. Combining into a consortium and being able to utilize technology support from an on-site consultant would encourage automation among these libraries.

Needs Assessment

Currently in the Commonwealth, over 40% of the public libraries are not automated. These tend to be the smaller libraries (under 30,000 volumes) located in the less affluent areas of the state. These libraries are making limited progress in automation, due largely to two reasons:

- Lack of monetary resources
- Lack of on-site technological expertise

While KDLA employs a Technology Consultant who assists libraries in the automation process, the libraries are left largely on their own after the project is complete; except for the limited telephone support from the automation vendor and the KDLA Technology Consultant. Due to the great travel distances involved, and the large number of different automation systems purchased by libraries, continual on-site assistance from the State Technology Consultant is impractical. Therefore, these libraries are reluctant to begin the automation process, thereby inadvertently denying their clientele a valuable source of enhanced information resources.

Solution

This grant would provide funding and technical assistance to plan and initiate a project developing library automation systems within a region, selected section of a region or library consortium by funding a local automation consultant position. It would provide for continuing technical support for the developed system in the form of an on-site library cooperative staff technology consultant. This would be a matching grant, with the consultant employed for a two-year period. Participating libraries would have the option of continuing the employment of the consultant at the project conclusion.

Outcome

Local library staff would have the benefit of an on-site consultant, to supplement the efforts of the state level Technology Consultant. This would greatly enhance the ability of a library region or consortium to successfully implement an automation system without having to rely on expensive contract labor, or the limited telephone support provided by the automation vendor. As a result, the citizens served in the automation area would experience the greatly enhanced services that result from the increased availability and accessibility of information.

Evaluation

Key Output Targets

- One library consultant will be hired by a library consortium to provide technology consulting.

Key Outcome Targets

- All libraries in the consortium will successfully install, upgrade or maintain an automation system.
- System reliability after initial “burn in” will be at least 90%.
- At least 30% of the patrons surveyed will report that technology made finding information easier and quicker.
- Staff will report a 25% increase in the ease and speed in which they are able to serve patrons.

Regular meetings will take place between the KDLA Technology Consultant and the Field based consultant during each project phase. Written reports from the consultant will be required. Full documentation will be provided as to expenses (both for the consultant and the automation project) and time allotments. Regular telephone contact with the consultant will be maintained throughout the project. Customers and staff, selected at random from recipient libraries will be asked what difference the improved technology made for them in their search for information and/or in providing the information to their customers.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Tech Support – Library Innovation Subgrant

Project Sub-program QARO

Objective # 1C **Project #** 04-1C3-B

KDLA Based ☐ **Needs Assessment** Public Library Services Forum

Subgrant ☒ (For subgrant projects include the name of the organization that will administer the project.)

To be determined competitively (KDLA)

Estimated Number To Be Served To be determined

Congressional District To Be Served Statewide

LSTA Purpose

- | | |
|---|--|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input checked="" type="checkbox"/> Computers/Telecommunications |
| <input type="checkbox"/> Accessing Information | <input type="checkbox"/> Targeted Services |

LSTA Goal

- ☐ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☒ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|--|-------------------------------------|
| <input checked="" type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input type="checkbox"/> Statewide |

Project Objective

To provide funding for innovative, creative, solutions to patron service problems encountered in the libraries of the Commonwealth. Selection of projects funded would heavily depend upon the innovative quality, continued support from the library, and the distribution potential of the solution. Certain emerging technologies may be selected, and appropriate libraries encouraged to apply for grant funding in that area.

Summary of Need

With funding conditions tight throughout the Commonwealth, indeed the nation, many libraries struggle with finding funding to provide minimum essential services to their communities. Technological innovations that could potentially enhance services to their clientele, and perhaps at a lower cost to the library, are difficult to finance in the current economic climate. Therefore, these technological opportunities often go unexplored, at a potential detriment to our citizens.

Needs Assessment

Most of the services provided by libraries across the Commonwealth is of a traditional nature, time proven. However, new technologies exist which would allow libraries to provide new or enhanced services, reaching existing clientele in new exciting ways, or providing services to currently underserved or unserved populations. While many libraries have the personnel and imagination to wish to institute such services, the current funding state within libraries make the undertaking of an ambitious innovative project unlikely in many situations. However, if reliable funding were available for start-up projects deemed likely to succeed, the potential payback in the form of new delivery systems is immense.

Solution

Proposed are grants to encourage technology innovation among libraries in the Commonwealth. Grants would be as open as possible, not limiting to any pre-chosen topics and could be used for fixed or mobile technology. A main criterion is that it must utilize technology not commonly used in Kentucky Libraries to meet the needs of citizens, with preference given to widening services to underserved and challenged populations. Ability to duplicate the activity in other counties would also be decisive criteria.

Outcome

The best way to determine the actual benefits of any new technology is in actual practice.

- These grants would provide economic incentive for libraries to explore technological innovation which otherwise might remain unavailable to libraries and the citizens of the Commonwealth.
- As the grant would be based on merit, not the size, income, or location of the requesting library, it would indeed be open to all libraries of the state.
- This would enable a farsighted leader in a small, economically challenged area to potentially bring cutting edge technology to the people of their community.

Evaluation

Key Output Targets

- At least two projects will be funded.

Other key output targets specific to the projects will be added when the subgrants are awarded.

Key Outcome Targets

- Information services to the underserved population of the counties receiving these grants will increase by at least 25%.
- Other key output targets specific to the projects will be added when the subgrants are awarded.

The projects will be monitored and data collected as to the success or limits of the project (the exact nature of the data collected will depend largely on the project goals and outcomes). This information will be disseminated and copies of the data will be held in a central location for reference by libraries in the future. Project information will be made available to interested libraries regardless of the success or failure of the funded project, so that the lessons learned may be utilized by other libraries throughout the state. This information will be provided in written or oral format, as appropriate. Results will be reported through mid-year and annual reports.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Information Technology – KDLA

Project Sub-program QCDO

Objective # 1C **Project #** 01-1C4

KDLA Based ☒ **Needs Assessment** Public Library Services Forums, State Library Reference/Research Services, Find-it! Kentucky Project, Document Mgmt Digitization System Project, Archives Research Room Services
☐

Estimated Number To Be Served 4,041,769

Congressional District To Be Served Statewide

LSTA Purpose

- | | |
|---|--|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input checked="" type="checkbox"/> Computers/Telecommunications |
| <input type="checkbox"/> Accessing Information | <input type="checkbox"/> Targeted Services |

LSTA Goal

- ☐ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☒ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☐ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|-----------------------------------|---|
| <input type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input checked="" type="checkbox"/> Statewide |

Project Objective

The objective of this project is to operate the infrastructure for the state library and information technology services for patrons of the state library and public libraries statewide. This infrastructure consists of personnel costs, equipment, software and network components. This project enables the availability and support of electronic information resources of the state library, including library reference, literary, and the records of state and local governments. These operations support the business processes of the agency, which in turn enables the agency to accomplish its mission ensuring that the libraries and citizens of Kentucky have equitable access to the networked library and archival information resources and services of the state library.

Summary of Need

Information technology resources must anticipate and stay ahead of the needs of the state library's service-delivery staff and the citizenry of the Commonwealth. To do this, the information technology resource structure must be operated, and be maintained to keep it operating, and in a continual state of enhancement in terms of computing power at the desktop, information storage and retrieval systems, servers and network capacities.

Needs Assessment

KDLA staff fall into three groups: either 1) providing direct state library patron services; 2) providing services that support public libraries statewide or 3) providing support to employees in groups 1 and 2. It has been established beyond a shadow of doubt that certain information technology resources not only are tools for these employees in their daily roles, but also that these employees RELY on these resources in order to perform their jobs, to the extent that they cannot perform their jobs if the resources are unavailable. Therefore, in order to facilitate the service-delivery work of these state library employees, it is necessary for an information technology infrastructure to not only exist; but be operated, constantly maintained and enhanced as new technologies evolve which provide new levels of capabilities and features which will benefit the service-delivery staff. The need for these information resources is most noticeably evident when one of these resources, such as a web server, becomes temporarily unavailable, and the constituency is immediately heard from. A secondary, but equally important need is the delivery or availability of information via electronic means that meets the information needs of the general public and library patrons statewide. These needs change radically as patrons/citizens become more computer literate, take more advantage of electronic resources, and realizing the potential ask for even more services. Cyclically, this elevated user need then drives a library staff need as staff try to accommodate the user needs, thereby creating additional needs for the information technology infrastructure to address. These needs can change significantly, even during the course of one project year.

Additionally, this project is the foundation for several other LSTA projects operated by the state library, in that these other projects rely upon the Information Technology project for the information technology infrastructure needed in order to carry out their own individual LSTA projects.

Solution

Information Technology professionals in the state library will meet with two service delivery groups at the beginning of the project to identify the needs of their specific areas. These two groups are those who lead LSTA-funded projects which rely on the Information Technology project and its resources, and those who are otherwise involved in state library service delivery. The information technology needs perceived by the Information Technology Branch management, the Information Technology Team (inter-divisional steering committee) and state library management will be reconciled against the needs identified by these service delivery groups. Information Technology Branch staff will then ensure that their programs and initiatives are designed to address the reconciled needs. It is anticipated that this process will help us ensure that we maximize our LSTA resources, and that the needs we are addressing are real and not perceived. Under this project, the proposed solution will include the management, operation, maintenance and support/problem resolution for our existing infrastructure, and guide us specifically in the enhancement of that infrastructure. Specifically, this involves certain information technology staff salaries, purchasing equipment and software that addresses the specific needs identified, travel to remote office locations of the state library to provide upgrade and support services at those locations, and problem resolution/support services for all state library service providers.

Outcome

User satisfaction should increase as a result of the key stakeholders being involved in both the needs assessment and solution design. Staff will have the resources available to them that they have identified as necessary to perform their service-delivery tasks, or they will understand our strategy for addressing the needs that they have identified. As a result, the morale of service delivery staff and the level of cooperation between these staff and the information technology infrastructure staff should increase. Conversely, information technology staff will benefit from a more direct involvement, as a stakeholder, in the service deliver role of the state library.

Evaluation**Key Output Targets**

- At least 30 computers and monitors will be upgraded with new systems to enhance service delivery of staff.
- IT staff will make at least 15 visits annually to remote office locations to provide upgrade and support services.
- At least 225 software license updates will be purchased to provide access to the most current resources available.
- Server and storage improvements will be made to enhance the information storage and retrieval capacities of the state library.
- Network enhancements will be made to support a Voice over IP (Internet Protocol) (VoIP) telephone system that will serve the state library and its remote staff more effectively, through the technological capabilities of voice over IP.

Key Outcome Targets

- 80% of library staff will indicate that the information technology provided to them through this project enables them to accomplish their work in a more timely and accurate manner.
- Staff will indicate that they are able to meet the requests of their customers 85% of the time because of the resources provided through this project.
- Service delivery groups will indicate that at least 80% of the needs identified for their areas have been met by the end of the project.

At the end of this project, the information technology professionals will again meet with two service delivery groups to evaluate the degree of success meeting identified needs. Documentation will be created and included with the annual report, establishing the needs identified and the degree to which those needs were addressed, based on Outcome Feedback from these two groups. A mid-year review and report will also be conducted. Adjustments that need to be made in processes, services and service components for the next project year will be identified.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Large Print Collection

Project Sub-program QBBO

Objective # 1C **Project #** 02-1C5

KDLA Based ☒ **Needs Assessment** Public Library Services Forums

Subgrant ☐ (For subgrant projects include the name of the organization that will administer the project.)

Estimated Number To Be Served 1,873,130

Congressional District To Be Served Statewide

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input type="checkbox"/> Accessing Information | <input checked="" type="checkbox"/> Targeted Services |

LSTA Goal

- ☐ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☒ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|--|-------------------------------------|
| <input checked="" type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input type="checkbox"/> Statewide |

Project Objective

To increase lifelong learning and entertainment opportunities for visually impaired and reading disabled Kentuckians of all ages.

Summary of Need

Kentuckians of all ages with visual impairments or reading disabilities will be provided large print books bought and circulated by the State Library to all twelve library regions in Kentucky to be rotated among public libraries and bookmobiles.

Needs Assessment

Emerging from a series of statewide Citizens' Forums held across Kentucky was the fact that public libraries provide lifelong learning and entertainment to all Kentuckians regardless of age, race, or background. The State Library's large print project will provide an alternative format for public library users of all ages who, for whatever reason, prefer the ease of reading books in a more comfortable type size.

According to a survey published by USA Today adults over 65 spend the most time reading of any age group—over an hour and a quarter each day. The Lighthouse National Survey on Vision Loss asked Americans to cite the most severe problem resulting from their poor vision and 25 percent reported the inability to read books, newspapers and magazines with standard-sized print. Vision problems not only affect adults but children suffer from them as well along with reading disabilities that can isolate them from their peers. The 2000 Census shows that one Kentuckian in four is between the age of 45 and 64, and more Kentuckians than ever before are living longer than 75 years. There are nearly 26 percent more Kentuckians older than 85 than were enumerated in the 1990 Census. Kentuckians are following a national trend and living longer. Large print books allow these age groups lifelong learning and entertainment.

As public library budgets shrink and state aid ceases, a cost effective way to provide large print books to public libraries is to provide collections which rotate in all twelve library regions across Kentucky.

Solution

The State Library will purchase large print books on standing order plans from various publishers and vendors. Happily book publishers have responded to the needs of the visually impaired by publishing a third of the hardcover fiction titles published each year in the large print format and in many instances, publishing them simultaneously with the trade edition or soon afterwards. More genres than ever before are available to satisfy the reading needs of sight impaired individuals. The genres range from bestsellers to science fiction, romance, westerns, classics, biography and nonfiction. Thus there is a larger selection of large print books available than ever before to satisfy these special needs readers.

Special needs requests will be honored as the need arises by providing special collections for younger visually impaired readers.

Books will be minimally cataloged and processed and combined into deposit collections of seventy books each. The collections will be sent to public libraries in each of the twelve library regions to be rotated between the public libraries and bookmobiles within the region. State library personnel will manage the collections by packaging and shipping replacement collections when rotations in the region are completed. Old, worn, and generally unappealing volumes will be weeded before new collections are shipped thus keeping the collections fresh with new material. Boxes will also be bought specially for the shipment of the books. KDLA shipping staff will be responsible for preparing the packages for shipment.

Outcome

Visually impaired and reading disabled Kentuckians will be able to enjoy reading for information and entertainment as a result of the large print collections of books supplied by the State Library. These books will allow special needs readers to read without the assistance of technology.

Evaluation

Key Output Targets

- By September, 2004, 16,500 large print books will be circulating.
- By September, 2002, 102 Kentucky counties will be participating in the program.

Key Outcome Targets

- An increase of 2% in the numbers of books circulating will indicate the success of the program.

State library staff will keep statistics on the number of collections formed and shipped to begin new regional rotations to replace returned collections. The number of counties participating in each region will be recorded, and the number of collections continuing to rotate will be tabulated and added to the number of collections in new rotations. Technical Services staff will record the number of new books added to the central collection.

FY 2004 KENTUCKY LSTA PROJECT

Project Title State Library Reference/Research Services

Project Sub-program QBBO

Objective # 1C **Project #** 02-1C6

KDLA Based ☒ **Needs Assessment** State Library Reference/Research Services

Subgrant ☐ (For subgrant projects include the name of the organization that will administer the project.)

Estimated Number To Be Served 4,041,769

Congressional District To Be Served Statewide

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input checked="" type="checkbox"/> Accessing Information | <input type="checkbox"/> Targeted Services |

LSTA Goal

- ☒ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☐ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|-----------------------------------|---|
| <input type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input checked="" type="checkbox"/> Statewide |

Project Objective

To increase the opportunities for lifelong learning and knowledge for all Kentuckians by providing the State Library access to information resources in all formats and equipment needed to provide quality reference/research and quality customer service

Summary of Need

State Library staff needs access to materials, training and technology to perform the work required to serve their direct customers, state agency employees and their work related informational needs and public libraries who in turn serve the citizens of Kentucky.

Needs Assessment

A focus group of state agency users told the State Library they needed information that is on-point, value-added and easily accessed. Perceived strengths of the current services were customer and research services and knowledgeable staff. As a result of the focus group recommendations the State Library began making changes in service delivery and marketing to provide enhanced efficiency and more value to customers.

One of the goals of the State Library Services (SLS) Strategic Plan is to “determine the informational needs of State employees by SLS sponsorship of several focus groups.” Focus groups of state government users and non-users were conducted in April 2002. The focus groups were used to gain a better understanding of the types of information state government employees use and how they acquire information. Attendees were asked questions about the information needed or used in their jobs, where the employee finds the information, services the employee would like the library to provide and how the library could best inform the employee about its services. The SLS Management Team will continue to use the findings of the focus groups as a guide in planning for services.

Two strategic prioritization sessions of SLS personnel met in late February 2003 to discuss how limitations such as continuing staffing and funding shortages were impacting their work given the increases in usage of services by SLS customers and taking into consideration the division’s ongoing LSTA program commitments. Recommendations from these meetings will help guide SLS Management Team decisions about how to continue providing service to state employees to meet their work related needs and also continue SLS marketing and partnership efforts to include more state employees.

The transition of the Kentucky Library Information Center (KLIC) program is complete and is now a direct program and service of the SLS Reference/Research staff. The Public Library Services forums conducted across the state indicated that public libraries provide equal opportunities for everyone and opportunities for lifelong learning. Direct reference/research services from the State Library will help public libraries meet these goals for serving the citizens of Kentucky. Recommendations of the strategic prioritization sessions of SLS personnel will help guide the SLS Management Team decisions about how best to provide continuing service to public library staff to meet the informational needs of their customers and provide for the continuation of SLS marketing efforts to serve more public libraries’ staff in light of continuing staffing and funding shortages at the State Library.

Library staff and customers alike prefer as much information as possible delivered electronically to their desktops. The best and most timely resources are available as costly internet subscriptions. These convenient, accurate resources, available 24/7, are updated frequently, and they are essential to enable State Library staff to deliver information to customers. Likewise many of them are available remotely so state employees may access them on their desktops at work at any time. Maintaining these costly, current and broad based resources is essential to provide quality reference/research services.

Staff performing interlibrary loan at the State Library serves as the referral agent for Kentucky's Solinet Affiliate Libraries when they are unable to obtain materials in Kentucky and/or the southeast. Interlibrary loan staff performs both lending and borrowing functions in accordance with official standards and protocols. Based on copyright compliance and timely availability of resources, commercial document delivery services are employed to meet state employee and public library customer needs. These resource sharing continuing projects need to be supported by SLS personnel despite ongoing personnel and staff shortages.

This project includes funding for online databases, circulating collection and reference books, serial and newspaper subscriptions, one administrative assistant in Circulation, in-state and out-of-state travel to enable staff to attend conferences and training, bibliographic utilities, telecommunications, and supplies.

Solution

Materials Selection Committee will meet monthly to select resources for the State Library's central collection including electronic resources, guided by a revised collection development policy that includes all collections, formats and customers.

Reference librarians will access resources at the State Library to respond to information requests from state agency employees. State employees will be empowered by having remote access to selected electronic databases so they may perform research. The reference/research staff in Frankfort will respond to research and information requests received from public libraries via email, 800 number, and fax when questions cannot be answered locally.

The State Library will fully participate in interlibrary loan activities among libraries, regardless of location and type, both responding to requests to lend materials and to borrow materials for clients. The interlibrary loan staff will continue to consult with public libraries on questions their staff has about interlibrary loan policy and procedures. In addition ILL staff will serve as the designated referral agent for Solinet Affiliate Libraries. Document delivery services will continue to be contracted with for access to information not found elsewhere.

Funding for training will allow all staff to attend professional conferences and workshops. Databases have escalated intellectual content, and staff needs training to effectively use them. The SLS Division has a commitment to training and has a training curriculum comprised of five components that are instituted as a part of the KDLA Training policy. The five areas of competency are programmatic, self-development, technological, managerial and organizational. Each employee must attend a minimum number of hours of training this year.

Partnerships with state agencies like the Governmental Services Center, the training arm of state government, and the Kentucky Employees Assistance Program will continue, and staff will target specific information needs of state employees by analyzing and synthesizing literature, creating bibliographies and selecting library materials to support curriculum and programs. The resource lists found on the State Library's web site provide supplementary information resources for the agencies' clients.

Outcome

All state library customers will receive quality reference service to satisfy their information needs thus increasing their knowledge and enabling them to make informed decisions. Remote access to databases available at the State Library will enable state employees to perform research that will increase their knowledge, quality of work and job performance. Public libraries will receive timely, accurate responses to their questions thus enabling them to serve their customer's informational needs. State Library staff will increase their knowledge and expand their skills through attendance and training at professional conferences and workshops which will benefit their direct customers which in turn will benefit the citizens of Kentucky.

Funds are included in this project for a microfilm/microfiche reader printer to replace old, worn equipment which is outdated and has limited parts availability.

Evaluation

Key Output Targets

- By April, 2004, 5500 requests will be received from State Library customers.
- By September, 2004, 5500 requests will be processed in Interlibrary Loan.

Key Outcome Targets

- 92% of questions received by the staff will be answered.
- The fill rate for Interlibrary Loan requests will be 92%.

The Endeavor/Voyager system delivers targeted reports on collection building and usage. Vendors of electronic databases accessed remotely produce and send reports. Document delivery services provide monthly usage reports, and the reference staff log information requests. Interlibrary loan staff, both lending and borrowing, keep records of all types of interlibrary loan activity for client groups. Because training hours are important components of the Commonwealth's employee evaluation system, all staff will record training and workshops attended.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Telecommunication Services Support

Project Sub-program QCE0

Objective # 1C **Project #** 01-1C7

KDLA Based ☒ **Needs Assessment** Public Library Services Forums

Subgrant ☐

Estimated Number To Be Served 2,300,000

Congressional District To Be Served Statewide

LSTA Purpose

- | | |
|---|--|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input checked="" type="checkbox"/> Computers/Telecommunications |
| <input type="checkbox"/> Accessing Information | <input type="checkbox"/> Targeted Services |

LSTA Goal

- ☐ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☒ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☐ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input checked="" type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input type="checkbox"/> Statewide |

Project Objective

To fund the Information Technology for Telecommunications at the State Library for equipment, software, hardware, infrastructure and operating support so that the SLAA will be able to deliver services over the phone and through data lines in a seamless fashion providing libraries, staff and information seekers with the communication services necessary for the delivery of technical assistance and information products as efficiently and effectively as possible.

Summary of Need

The need is for efficient and productive telecommunication services to facilitate the delivery of all types of service and assistance offered by the SLAA. The present system is aging and showing signs of impending failure necessitating costly component replacements and/or maintenance expenses.

Needs Assessment

Few library systems in Kentucky have adequate resources to serve all the information needs of their patrons. Therefore, the State Library serves as a resource center for all libraries in the state and for citizens needing access to research and reference library and archival information. It has been determined by past surveys that one of the most critical needs that libraries, librarians, and patrons have is the ability to readily and effortlessly access the SLAA through telephony or telecommunications data access.

Solution

The solution is to provide seamless telecommunication access to staff and services via a working and defect-free system. To do this we will:

1. Maintain servers to current levels of hardware, storage capacity and current releases of operating systems, to utilize the capabilities of advancing telecommunications technologies.
2. Maintain operating system at the current version to provide the full degree of voice and voice mail capabilities that this software allows.
3. Provide enhanced hardware that supports users with disabilities such as TTY phones.
4. Provide necessary hardware and software to staff in order to support and maintain the State Library phone and data line system.
5. Provide for the safety and security of phone communications through operational policies & procedures and backup systems.
6. Provide funding for support staff for necessary training and technical resources to facilitate their ability to deliver the necessary problem support services.
7. Oversee and maintain all departmental voice and data telecommunications. Provide the necessary hardware, software and staff to support voice mail and telephone access to the agency.
8. Provide funding for the salary of one staff member necessary to oversee, direct and route all phone communications to proper agency staff and resources.
9. Purchase software, hardware, and infrastructure to combine and re-route data delivery throughout the agency via a new phone system called a Voice Over IP System.

Outcome

The outcomes of this project will be smooth and efficient operation of the communication system, effective and efficient voice & data communication to and from the agency as well as within the agency. Libraries and citizens will receive greatly enhanced access to the information and resources at the State Library allowing them immediate access to answers for reference questions and access to materials and information to assist them in research. The result will be happy customers.

With the replacement of the new Voice Over IP telephone/data system, greater flexibility will be provided for the staff users who have the need to change their phone location. Significant cost reductions in long distance service for field staff will be realized as well. Direct phone access to staff, avoiding voice mail will be possible.

Evaluation**Key Output Targets**

- 100% of attempted phone access to resources at the SLAA will be fulfilled.
- At least 50% of phone calls will reach staff directly avoiding transfer through the phone switch.

Key Outcome Targets

- At least 50% of customers asked will indicate that their phone calls were answered in a timely manner, they were provided the information they needed and their data transmission was seamless and without delays.

Staff at the SLAA will be queried during one week in the 4th quarter of the FFY about what their success rate was in responding to caller's inquiries. During a selected week in the fall, random customers will be asked if their phone calls were answered in a timely manner and provided the information they needed. Additional randomly selected users will be queried on the efficiency of their data transmission and transactions. Results will be reported in the mid-year and/or annual status report.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Kentucky Regional Talking Book Library

Project Sub-program QJAO

Objective # 1D **Project #** 04-1D1

KDLA Based ☒ **Needs Assessment** Public Library Services Forum

Subgrant ☐ (For subgrant projects include the name of the organization that will administer the project.)

Estimated Number To Be Served 3,300

Congressional District To Be Served First, Second, Third, Fourth, & Six

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input type="checkbox"/> Accessing Information | <input checked="" type="checkbox"/> Targeted Services |

LSTA Goal

- ☐ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☒ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|-----------------------------------|---|
| <input type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input checked="" type="checkbox"/> Statewide |

Project Objective

Our objective is to deliver public library services to those who cannot read printed matter because of a physical disability. In those areas of Kentucky that are served by Subregional talking book libraries, our objective will be to support the Subregional library in its delivery of services.

Summary of Need

Individuals who are blind, physically disabled or reading disabled cannot use printed matter as able-bodied, sighted individuals can. In order to access the information found in printed matter, it must be converted to either Braille or a recorded format.

Needs Assessment

We have registered 3,300 blind and physically disabled individuals for our library service. While resources for the blind and disabled user are increasing and improving, our network of libraries is still the only comprehensive and broad based service available to our patrons. We are the only ones that offer machines to use with the materials. We are also the only one to have planned collection development to include all areas of interest, in fiction as non-fiction, as well as magazines. Unlike other services, our service is free of charge to our patrons and the barriers presented by technology are minimal.

In addition to the 3,300 patrons served by this library, there are 1,900 patrons served by the Subregional libraries in Louisville and Covington. Space, staff and collections are necessarily limited in these two smaller operations. They depend upon us for support on interlibrary loans, computer hardware and software operations as well as machine inventory and repair.

Solution

The Kentucky Talking Book Library will seek out new blind, physically disabled and reading disabled patrons for its services. Special cassette players will be issued to those patrons who use recorded materials. These players will be maintained and repaired for the patron by library staff and volunteers. Books and magazines in both Braille and cassette will be circulated to our registered users. Four magazines and approximately forty books will be recorded on cassette tape by staff and volunteer assistants. These materials will be primarily concerned with Kentucky or regional authors and subjects. A descriptive video library will be maintained and circulated to interested patrons as well.

Outcome

As a result of our project, more people will be aware of the existence of the Kentucky Talking Book Library and its mission to serve blind and disabled readers with books and magazines in special formats. Our patrons will be well served with books, magazines and machines when required. They will be reading in amounts exceeding that of the general population.

Evaluation

Key Output Targets

- We will put on twenty public relations events by September 30, 2004.
- We will circulate 150,000 items to 3,300 patrons.
- We will repair and distribute 1,000 cassette players.
- We will circulate 1,000 descriptive videos.
- We will record four magazines and 35 books for our Kentucky collection.
- We will process 750 inter-library loans.
- We will make at least five site visits to the Subregional libraries for consultation.

Key Outcome Targets

- We will sign up 425 new patrons by September 30, 2004
- The per-capita reading of our patrons will be 20% above that of the general population.
- Our Subregional libraries will show 2% growth in their service statistics.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Louisville Subregional Talking Book Library

Project Sub-program QJAJ

Objective # 1D **Project #** 04-1D1-A

KDLA Based ☐ **Needs Assessment** Public Library Services Forum

Subgrant ☒ (For subgrant projects include the name of the organization that will administer the project.)
Louisville Free Public Library

Estimated Number To Be Served 1,400

Congressional District To Be Served Third and Fourth

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input type="checkbox"/> Accessing Information | <input checked="" type="checkbox"/> Targeted Services |

LSTA Goal

- ☐ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☒ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|--|-------------------------------------|
| <input checked="" type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input type="checkbox"/> Statewide |

Project Objective

The objective is to deliver public library services to those in Jefferson County who cannot read printed matter because of a physical disability.

Summary of Need

Individuals who are blind, physically disabled or reading disabled cannot use printed matter as able-bodied, sighted individuals can. In order to access the information found in printed matter, it must be converted to either Braille or a recorded format.

Needs Assessment

There are 1,400 blind and physically disabled individuals in Jefferson County registered for this library service. While resources for the blind and disabled user are increasing and improving, our network of libraries is still the only comprehensive and broad based service available to our patrons. We are the only ones that offer machines to use with the materials. We are also the only one to have planned collection development to include all areas of interest, in fiction and non-fiction, as well as magazines. Unlike other services, our service is free of charge to our patrons and the barriers presented by electronic technology are minimal.

Solution

There are 1,400 blind and physically disabled individuals in Jefferson County registered for this library service. While resources for the blind and disabled user are increasing and improving, our network of libraries is still the only comprehensive and broad based service available to our patrons. We are the only ones that offer machines to use with the materials. We are also the only one to have planned collection development to include all areas of interest, in fiction and non-fiction, as well as magazines. Unlike other services, our service is free of charge to our patrons and the barriers presented by electronic technology are minimal.

Outcome

As a result of this project, more people will be aware of the existence of the Louisville Subregional Talking Book Library and its mission to serve blind and disabled readers with books and magazines in special formats. Its patrons will be well served with books, magazines and machines, when necessary. They will be reading in amounts exceeding that of the general population.

Evaluation

Key Output Targets

- They will circulate 50,000 items to 1,400 patrons
- They will repair and distribute 400 cassette players.
- They will circulate 300 descriptive videos.
- They will record forty issues of their magazine.

Key Outcome Targets

- They will sign up 200 new patrons by September 30, 2004.
- The per-capita reading of our patrons will be 20% greater than that of the general population.

The staff of the Louisville Subregional Talking Book Library will be working directly with the patrons served by this project. Examples of how the library's work has had a positive effect upon the lives of its patrons will be collected and documented.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Northern Kentucky Subregional Talking Book Library

Project Sub-program QJAJ

Objective # 1D **Project #** 04-1D1-B

KDLA Based ☐ **Needs Assessment** Public Library Services Forum

Subgrant ☒ (For subgrant projects include the name of the organization that will administer the project.)

Kenton County Public Library

Estimated Number To Be Served 600

Congressional District To Be Served Fourth

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input type="checkbox"/> Accessing Information | <input checked="" type="checkbox"/> Targeted Services |

LSTA Goal

- ☐ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☒ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|--|-------------------------------------|
| <input checked="" type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input type="checkbox"/> Statewide |

Project Objective

The objective is to deliver public library services to those in the Northern Kentucky Region who cannot read printed matter because of a physical disability. The Northern Kentucky Region consists of Boone, Campbell, Carroll, Gallatin, Grant, Kenton, Owen and Pendleton Counties.

Summary of Need

Individuals who are blind, physically disabled or reading disabled cannot use printed matter as able-bodied, sighted individuals can. In order to access the information found in printed matter, it must be converted to either Braille or a recorded format.

Needs Assessment

There are 600 blind and physically disabled individuals in the eight counties of the Northern Kentucky Region registered for this library service. While resources for the blind and disabled user are increasing and improving, our network of libraries is still the only comprehensive and broad based service available to our patrons. We are the only ones that offer machines to use with the materials. We are also the only one to have planned collection development to include all areas of interest, in fiction and non-fiction, as well as magazines. Unlike other services, our service is free of charge to our patrons and the barriers presented by electronic technology are minimal.

Solution

The Northern Kentucky Subregional Talking Book Library will seek out new blind, physically disabled and reading disabled library patrons for its services. Special cassette players will be issued to those patrons who use recorded materials. These players will be maintained and repaired for the patron by library staff and volunteers. Books and magazines in both Braille and cassette will be circulated to our registered users.

Outcome

As a result of this project, more people will be aware of the existence of the Northern Kentucky Subregional Talking Book Library and its mission to serve blind and disabled readers with books and magazines in special formats. Its patrons will be well served with books, magazines and machines, when necessary. They will be reading in amounts exceeding that of the general population.

Evaluation

Key Output Targets

- They will circulate 20,000 items to 600 patrons
- They will repair and distribute 200 cassette players.

Key Outcome Targets

- They will sign up 100 new patrons by September 30, 2004.
- The per-capita reading of our patrons will be 20% greater than that of the general population.

The staff of the Northern Kentucky Subregional Talking Book Library will be working directly with the patrons served by this project. Examples of how the library's work has had a positive effect upon the lives of its patrons will be collected and documented.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Communications & Statewide Public Awareness

Project Sub-program QCCO

Objective # 2A **Project #** 01-2A1

KDLA Based ☒ **Needs Assessment** Public Library Services Forum

Subgrant ☐ (For subgrant projects include the name of the organization that will administer the project.)

Estimated Number To Be Served 1,873,130

Congressional District To Be Served Statewide

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input type="checkbox"/> Accessing Information | <input checked="" type="checkbox"/> Targeted Services |

LSTA Goal

- ☐ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☐ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☒ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|-----------------------------------|---|
| <input type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input checked="" type="checkbox"/> Statewide |

Project Objective

To support and encourage the advocacy of services provided by public libraries to all the citizens of Kentucky, especially the underserved; and to highlight equitable access to information, resulting in the increased use of resources and services.

Summary of Need

Our main need is to increase all Kentuckians' awareness of the Commonwealth's public libraries. This awareness is critical: it is the underpinning of the library's role as a central pillar of the community. This awareness is necessary to the library's vital function in reaching the underserved, and in its contributions to continuing education, technology access, and education reform. There is also the more focused need of KDLA as a public agency, in continuing its promotion of its own services to public libraries and other agencies. An active communications program needs to advertise new services, further opportunities for continuing education, and new technology initiatives. A vital part of this project is the maintenance of alliances with other organizations who help to further our mission. These needs necessitate the continued development of our statewide public awareness campaign during the next fiscal year, aiming at increasing Kentuckians' awareness of libraries' central role in their communities.

Needs Assessment

The KDLA/LSTA Five-Year Plan (2003-2007) relied on this project's 2001 series of Public Library Services Forums (held statewide in Paducah, Bowling Green, Pikeville, Georgetown and Somerset) as one of its central series of needs assessments. The results of those forums, involving about 150 concerned citizens of the Commonwealth, are still informing our decisions and directions. The compilation of responses, and the vision statement developed out of participants' answers to five core questions (the value of the library to the community, the core competencies of the library, what should be changed about the library, its greatest threats, and the future of the library in meeting community needs), remains a very useful assessment of the needs of Kentucky libraries. This needs assessment was a valuable gauge of public opinion (much of it regarding the underserved) and the challenges we face for the future.

Many of the conclusions from this statewide compilation of opinion point to the need of our library staffs and trustees for continued public awareness assistance and training -- the ultimate point being to help the library assume its rightful leadership role in the community. Among the common needs throughout the state, as seen in this assessment, are free and open programs, with equal opportunities for all; lifelong learning opportunities; the library welcoming all people equally to its role as a cultural and community center; providing access to technology, and instruction where necessary; and reflecting local pride and respect for diversity.

Solution

The first part of the solution to these needs is the continuation of our annual "communications and statewide public awareness" LSTA project. As this project has evolved over the last several years with the present project director's leadership, it includes the following initiatives: most importantly, continuing to produce the KDLA Annual Report as the record of the agency's public service, including widely targeted distribution for maximum public awareness, now including a specially-designed web version of the report; for the project director to chair the agency's Communications Team, the group responsible for the Annual Report and other outreach activities; to continue to distribute news on important programs and services; to help in the communication of KDLA's services by advising on printed material going to

libraries statewide; to work with other LSTA program staff; to work with the agency's regional consultants on statewide issues; and to continue to cultivate partnerships with other organizations to further the KDLA mission.

The second part of the solution to the needs assessment has been made possible by the LSTA-funded addition of a communications consultant to help plan and coordinate an ongoing public awareness campaign. The KDLA/LSTA Five-Year Plan calls for this beneficial arrangement to continue through 2007, acknowledging that we have learned to think of this as an ongoing, ever-developing and widening effort of at least several years' duration, and that the additional input of the strategic communications advisor is invaluable. Over and above the KDLA Annual Report and other initiatives of our ongoing LSTA project, the additional plans stemming from this second part of the solution, with the help of the consultant, may be seen in the output targets, below.

Outcome

The greatest outcome of this project, if both its first and second parts were continued, would be that all Kentuckians -- especially the underserved -- would come to realize that our public libraries offer free and open programs; that these programs offer patrons a way to a better future; that, as our public libraries serve all community groups, they are an important anchor in their communities; that libraries' professional staffs offer help as patrons seek access to information and technology; and that Kentucky's public libraries are a point of pride in its citizens.

Evaluation

Key Out put Targets

- The KDLA Annual Report will be created and distributed to nearly 1,500 individuals representing approximately 35 client/partner groups, and through publication on the KDLA web site, will reach thousands of individuals in addition.
- With the help of the communications consultant, four new Public Library Services Forums will be conducted.
- In continuing our "KDLA@yourlibrary" web magazine, four community discussions on library values will be moderated as features for the magazine.
- Two sessions of the Public Awareness Leadership Institute, led by the consultant, will be conducted as follow-up and planning for the future.

We acknowledge the difficulty of finding precise indicators for public awareness projects; but reports from the field, from local libraries, are vital. In local library systems, we look at registered borrowers, circulation statistics, meetings held and the number of groups holding them, library attendance and automation statistics. Statewide, the distribution of the KDLA Annual Report and the hits on the web version are important. The web participation in our "KDLA@yourlibrary" section of the KDLA web site is also indicative of our outputs.

Key Outcome Targets

- Library directors will report at least a 5% increase in the number of people using the library
- Anecdotal information collected locally will indicate that Kentucky residents have increased their knowledge of library services, in at least 10 counties.

- As a result of the continued publication of the "KDLA@yourlibrary" web magazine, 30 libraries will share their success stories with other professionals and the general public, resulting in a statewide idea-sharing.
- The staging of Public Library Services Forums will result in a new and refreshed needs assessment, and will document changes in attitudes and values since 2001.

The evaluation of public awareness results (people benefiting from public awareness, resulting in new knowledge, attitudes, behaviors) depends on library customers' anecdotes along with reports from library directors and sometimes trustees. Our web magazine is another way of observing the stories of change. [a page of the current magazine's "community comment" and "across the commonwealth" sections could be appended to this project proposal for illustration] All these, including the enormous amount of material that will be gathered in the statewide Forums, will document our libraries' influence on Kentuckians' lives.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Web Development Program

Project Sub-program QCCO

Objective # 2A **Project #** 01-2A2

KDLA Based ☒ **Needs Assessment** Public Library Services Forums

Subgrant ☐ (For subgrant projects include the name of the organization that will administer the project.)

Estimated Number To Be Served 4,041,769

Congressional District To Be Served Statewide

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input type="checkbox"/> Accessing Information | <input checked="" type="checkbox"/> Targeted Services |

LSTA Goal

- ☐ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☐ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☒ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|-----------------------------------|---|
| <input type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input checked="" type="checkbox"/> Statewide |

Project Objective

In order to further develop the KDLA and COSLA (Chief Officers of State Library Agencies) web sites, this project would award a training subgrant to a University of Kentucky School of Library Science student. The subgrant would focus on content development, as well as interconnectivity of both sites.

This project would also support KDLA's continuing need for a web development consultant within the agency.

Summary of Need

The KDLA and COSLA web sites show an ongoing need to be refreshed, to be submitted to analysis and evaluation by a person who is not part of the everyday staff perceptions of regular COSLA and KDLA staff members. This need goes all the way from the content of the sites to their design accessibility. Both the COSLA and KDLA web sites share the need for new comparative data concerning America's state libraries: laws, plans, policies and current research.

For years, all divisions at KDLA have pointed to the importance of our Web presence as central to providing better access to quality information resources. Because of the increasing importance of our web site, we need a position to function as the coordinator of all this activity.

Needs Assessment

Both the Network Committee of COSLA, as well as the Coordination and Support (C&S) Team of KDLA, have asked that their sites be continually improved. These similar needs assessments recognize that a body of necessary information about the whole library community is either not available, or is not easily located on the sites. The Network Committee and the C&S Team have the responsibility for influencing web development in the two organizations.

It has been determined by consultation and consensus among the various KDLA divisions that the administration of the agency's web activities be placed within the Commissioner's office.

Solution

KDLA will provide an internship to the UK Library School for work on content development and its improvement, on both the KDLA web site, and also on the COSLA web site (now maintained by Association Management Resources (AMR) in Lexington, Kentucky. This internship parallels the evolving dependence on web-based information management, and KDLA believes that resources for such management need improved resources through these two web sites.

KDLA will establish the position of web development consultant to lead and coordinate the design, development, and maintenance of the agency's website. This position will serve as web liaison for KDLA's divisions and committees, as well as creating web-based information resources and other writing and design initiatives for the KDLA website. The position will liaise with the KDLA Communications Team to prioritize materials for inclusion on the site, and will work with the UK Library School internship position from the KDLA vantage point. The web development consultant will also advise Kentucky's public libraries on the creation of their own websites.

The internship would be designed for a UK Library School graduate student who would analyze the possible links and new informational needs of the two sites. This would be an internship of 15 hours per week, and would be supervised by a UK Library School faculty member, assisted by the KDLA web team and the COSLA staff at AMR. The intern would also work with AMR staff to promote sharing between other national organizations and the library community -- important information for library professionals, that would be imported to both web sites.

While this subgrant will be beneficial to the two organizations, it will also be a training ground for a graduate student. In order to fulfill the objective, the intern will be in ongoing contact with KDLA's division directors and with the committee chairs of COSLA. As the intern assimilates current program material, this knowledge will contribute to the immediacy of the two web sites. As the intern also studies other state library web sites, this examination will uncover information which either COSLA or KDLA might wish to incorporate in their sites. The intern will also study specific national items for linkage to the sites (for instance, state aid laws and levels of support, LSTA plans, certification guidelines and library standards throughout the country).

Outcome

This subgrant's outcome would benefit libraries throughout Kentucky, as well as users of the COSLA web site from all over the country, by giving them access to comparative information on libraries in other states. The outcome could also be a compilation of research relating to library issues and school library research. Virtual library statistics would also be developed as links. The final outcome would be that the COSLA web site and the KDLA site would be kept content-fresh and reliable.

The outcome of the establishment of a web development consultancy would be the whole agency's ability to provide better access to quality information resources for Kentucky's public libraries, and for the public at large. It would be the most positive thing to happen to KDLA's web presence since the creation of the site in 1996.

Evaluation

Key Output Targets

- COSLA members would be surveyed
- Web links to at least three new categories of comparative information would be provided
- Web usage would be measured to show an increase by at least 3%
- A survey/analysis of each state website would be conducted

Outputs to this project would be structured annually -- surveys and analysis of state library web sites would help KDLA and COSLA examine their own sites according to how best they might serve their web visitors. Surveys of COSLA's membership could examine members' usage of the site. A large number of outputs could be measured through web data collected from individual visits to the sites (number of hits on which sections, time spent, etc.).

Key Outcome Targets

The main outcome targets would be increased use and satisfaction with both web sites.

- Within the first six months, COSLA members and KDLA directors would receive an analysis of common and unique elements on state library web sites; and 35% would respond to how their state would use the information.
- 35% of the respondents of a COSLA-member survey would report successful use of their site.
- The Kentucky Library Directors' list serve would be used to survey reaction to KDLA's site; and 35% of respondents would have found improved quality.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Awareness Leadership Institutes

Project Sub-program QCCO

Objective # 2A **Project #** 01-2A3

KDLA Based ☐ **Needs Assessment** Public Library Services Forums

Subgrant ☒ (For subgrant projects include the name of the organization that will administer the project.)

Estimated Number To Be Served 1,873,130

Congressional District To Be Served Statewide

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input type="checkbox"/> Accessing Information | <input checked="" type="checkbox"/> Targeted Services |

LSTA Goal

- ☐ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☐ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☒ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|--|-------------------------------------|
| <input checked="" type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input type="checkbox"/> Statewide |

Project Objective

To continue to provide public awareness training to a limited number of selected library staff and trustees from all over Kentucky, through the presentation of a final forum in a series led by experts in the field.

Summary of Need

The need for training in the areas of public awareness and marketing for Kentucky libraries is great, since few of our library personnel have formal training in this area. This training is important to meet the wider need of fostering all Kentuckians' awareness of the value of our state's public libraries (see Project #2 A 1, "Summary of Need," for further comment on this objective).

Needs Assessment

In the needs assessment that emerged from our statewide community forums two years ago, one of the recurring assessments was the need for expert training of library personnel in the area of public awareness and marketing. The conclusions from this statewide input emphasized the fact that our library staffs (and trustees) need new and continued public awareness training and assistance from KDLA -- so that the local library becomes a community leader along with other leading organizations.

Solution

Our proposed solution to begin to meet this need has been to create a model training program -- a "public awareness leadership institute" -- to jump-start public awareness statewide. The overall topic of this institute is the presentation of practical public relations methods for use in Kentucky's libraries. This proposal is for the fourth in the series of these meetings -- the concluding one. At the time of this writing (the first of March, 2003), applications have been solicited from library staff and trustees statewide, and after evaluation, we will be able to take up to two participants from each region. The session, like the others conducted at Kentucky State Parks, would last from noon on the first day to noon on the second day (with evening sessions), so we would offer a 24-hour training presentation. It would be the "cap" to the first three sessions.

Outcome

The focus of these institute sessions has been on practicable learning -- "take-away" ideas and projects for use locally. This last session is when the participants will "graduate" from the institute, with the sum of what they have learned. As we have said before, a further aim is to capitalize on the peer-interaction following the institute, when participants relate and work with their staffs and neighbors, using what they've learned.

Evaluation

Key Out put Targets

- This fourth of the four public awareness leadership training institute sessions will be presented.

There will be a number of other output targets, as well, focused on the program ideas and projects the participants take home with them for local implementation. At the end of the whole institute, following this fourth session, they will have an aggregate of p.r. offerings to develop locally -- and they will be able to report to us the output results of those as well. The "faculty" for the four sessions will also be able to offer evaluations.

Key Outcome Targets

- Participants will report that they have developed at least 1 successful awareness program for their local libraries.
- Participants will have at least 3 program ideas or projects to use locally, and will be able to report the results from their communities.

Evaluating the outcomes of this project promises to be very interesting. The network of "graduates" will be keeping in touch with us and reporting on their work in their local communities. These reports could develop into a series of assessments on changes in skills, knowledge, attitudes and behavior, and in themselves influence other outcomes.

FY 2004 KENTUCKY LSTA PROJECT

Project Title School and Public Library Partnership

Project Sub-program QJAL

Objective # 2B **Project #** 04-2B1

KDLA Based ☐ **Needs Assessment** Children & Youth Services Survey, Summer Reading Evaluation

Subgrant ☒ (For subgrant projects include the name of the organization that will administer the project.)

To be determined competitively (KDLA)

Estimated Number To Be Served To be determined

Congressional District To Be Served Statewide

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input type="checkbox"/> Accessing Information | <input checked="" type="checkbox"/> Targeted Services |

LSTA Goal

- ☐ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☒ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☐ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|--|-------------------------------------|
| <input checked="" type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input type="checkbox"/> Statewide |

Project Objective

To expose school children to quality literature, and to increase their literacy skills, by providing positive experiences between their home lives at the public library and their formal education at their school libraries.

Summary of Need

School and public librarians can create viable partnerships by engaging in joint learning activities, supporting each other in their respective roles, carrying out home, classroom and school improvement activities, participating together in various decision-making activities, and being advocates for children. Integral to these activities are the two librarian and teacher roles and behaviors that make for successful partnerships by providing materials and programs for before, during, and after school.

Needs Assessment

The achievement of reading success is directly related to the maximum exposure to books and other literary experiences available to children. In most average communities, children living at or below the poverty level are not equally afforded literacy opportunities. This subgrant attempts to create a partnership between the public library and local schools to provide greater access to literature and to complement the school curriculum with recreational learning activities.

Solution

Public libraries will be able to apply for this grant to be used towards innovative partnership projects. These grant funds will be used towards the development and improvement of partnerships with schools in the community. These funds may be used for:

- The purchase and sharing of equipment or materials
- Implementing a joint venture between the two entities
- Shared technology
- Joint programming for school age children
- Sharing of staff and resources

Outcome

Grant recipients will become aware of their various services and will understand how to communication and collaboration can make these services more effective. Detailed outcomes will be added after subgrant awards have been made.

Evaluation

Key Output Targets

- A minimum of two subgrants will be awarded to libraries for the purpose of developing partnership with a local school.
- Other output targets specific to each subgrant recipient will be included after awards have been made.

Key Outcome Targets

- At least two libraries will be able to report increased cooperation between their agency and a local school.
- Other outcome targets specific to each subgrant recipient will be included after awards have been made.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Children and Young Adult

Project Sub-program QALO

Objective # 3A **Project #** 04-3A1

KDLA Based ☒ **Needs Assessment** Children and Youth Services Survey,
Summer Reading Evaluations

Subgrant ☐ (For subgrant projects include the name of the organization that will administer the project.)

Estimated Number To Be Served 994,000

Congressional District To Be Served Statewide

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input type="checkbox"/> Accessing Information | <input checked="" type="checkbox"/> Targeted Services |

LSTA Goal

- ☐ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☒ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☐ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|--|-------------------------------------|
| <input checked="" type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input type="checkbox"/> Statewide |

Project Objective

To support and improve Kentucky's public library services for infants, children and young adults.

Summary of Need

The children and young adults of Kentucky need excellent public library services to support their language development, to prepare them for school, to provide resources for their lifelong learning, and to help them become productive members of society.

Needs Assessment

The United States Census of 2000 counted 994,000 Kentuckians under the age of eighteen. The Kentucky Summer Reading Program of 2002 registered just under 100,000 of these children—the largest public library promotion in the state reached only 10% of its eligible population. Doubling the number to account for groups of children served who did not participate in summer reading still leaves approximately 80% of the eligible population without public library service. If every public library in Kentucky is to adequately serve its potential users, especially in a period of economic downturn, continuing support from the State Library is needed.

In a 2002 survey, when asked to rank the three greatest needs for public library service to children and young adults, librarians gave the following responses:

- 41%—increased programming to promote reading among all age groups from birth through age eighteen
- 62.5%—improved strategies for retaining children as readers as they become young adults
- 23%—increased outreach and multi-generational programming

In the same survey, librarians also gave high priority to improved materials collections, better publicity and marketing of services, and better accommodation of culturally diverse populations. Kentucky's public libraries need support to maintain and improve their services in all these areas.

Solution

The State Library will employ two Consultants specializing in the areas of infants, children and youth library services. Consultants will:

1. Coordinate statewide planning and program development, including a summer reading program and an emergent literacy/early childhood promotion
2. Provide training and consultation for individual librarians and for the regional children's services cooperatives
3. Award scholarships to librarians to attend the 2004 McConnell Literature Conference at the University of Kentucky
4. Under the auspices of the State Library's continuing education office, organize a statewide conference for children's and youth services librarians
5. Provide electronic resources to support the work of children's and young adult librarians by maintaining high quality pages on the State Library web site and by administering KYAC, an online discussion group dedicated to children's services topics
6. Regularly update web bibliographies of books recommended for purchase called "*Picks for Public Libraries*" while scheduling coordinated book exhibits for the regional children's services cooperatives and for other groups of librarians and child care providers

7. Maintain an exhibit of high quality books recommended for children 0—3 years of age and use the exhibit to support training of library staff, caregivers, and others working with this age group
8. Establish and maintain relationships with groups and organizations concerned with children and young adults
9. Seek project partnerships that promote reading and public library service for children and youth
10. Monitor a number of federal subgrants planned to improve public library services for children and youth

Outcome

State Library Consultants will be able to document an increase in the numbers and types of programs for children and youth being offered by Kentucky's public libraries. Librarians will be able to demonstrate that they have supported these new programs with improved materials collections, better publicity and marketing, and increased sensitivity to the needs of culturally diverse populations. Consultants will survey public librarians to document these changes as well as to account for an increase in reading among children from birth through age eighteen. Consultants will solicit anecdotal information from public librarians about ways in which their libraries' services and programs have improved the lives of the children they serve, especially by facilitating their success in school.

Evaluation

Key Output Targets

- 95% of public libraries will sponsor summer reading programs, and 75% of those will register greater numbers of participants than in the previous year's program.
- 50% of libraries will report using the State Library-produced emergent literacy/infant toddler materials for some form of targeted service or program during 2003-2004.
- Consultants will provide at least one training session for each of the twelve library regions.
- One librarian from each of the twelve library regions will receive a scholarship to attend the 2004 McConnell Literature Conference.
- At least 175 librarians will attend a statewide conference for children's and youth services librarians
- Web pages relevant to children and youth services projects will be posted and updated at least once a month.
- There will be an average of 175 subscribers to KYAC at all times.
- Two editions of "*Picks for Public Libraries*" will be posted during the year, and during the same period at least six coordinated exhibits of books will be scheduled for examination by regional children's services cooperatives.
- The exhibit of books recommended for children ages 0—3 years will be scheduled for at least six training sessions.
- Relationships with eight organizations concerned with children and young adults will be maintained
- One partnership promoting reading among children and young adults will be established.

Key Outcome Targets

- 50% of librarians will report an increase in reading among children and young adults as a result of participation in reading promotional programs offered by their libraries.
- 50% of librarians will report offering a greater number of programs for children from birth through age eighteen, as well as more multicultural, multigenerational and outreach programs.
- 50% of librarians will report positive participant responses to their new programs.
- 50% of librarians will report relatively stable or improved attendance at their programs.

Training events and exhibits will be evaluated on paper by participants. A sampling of librarians from each region will be asked to make a correlation between the kinds and numbers of training and program support they received and the services they have offered at their libraries. Regional Consultants will be asked to give informal appraisals of the impact of State Library program promotions, training, and exhibits. Informal evaluations will be solicited from KYAC subscribers.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Prime Time Family Time

Project Sub-program QALO

Objective # 3A **Project #** 04-3A1-A

KDLA Based ☐ **Needs Assessment** Children and Youth Services Survey

Subgrant ☒ (For subgrant projects include the name of the organization that will administer the project.)

To be determined non-competitively (KDLA)

Estimated Number To Be Served 100

Congressional District To Be Served To be determined

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input type="checkbox"/> Accessing Information | <input checked="" type="checkbox"/> Targeted Services |

LSTA Goal

- ☐ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
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- ☐ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|--|-------------------------------------|
| <input checked="" type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input type="checkbox"/> Statewide |

Project Objective

To establish a model for implementing *Prime Time Family Reading Time* in Kentucky public libraries. *Prime Time* is a unique intergenerational six- or eight-week program of reading and discussion held in public libraries. Developed and sponsored by the Louisiana Endowment for the Humanities, the program features award-winning children's picture books that stimulate discussion about themes and problems encountered in everyday life. Each discussion is led by a storyteller and a humanities scholar. *Prime Time* is designed for at-risk children aged six to ten along with their parents.

Summary of Need

Numerous studies indicate that children tend to become good readers if they grow up in environments where books and reading are significant parts of daily family life. Over 200,000 Kentucky children live in families with incomes below the federal poverty threshold. Often these children are in environments where reading is not a priority. Kentucky's at-risk children need multigenerational strategies to help them become strong, independent readers and to encourage their acceptance of reading as a necessary skill, a life-long activity, and a pleasure. Public libraries have traditionally addressed these issues, and a new, family-oriented model for promoting children's reading in the context of family will enable Kentucky libraries to more effectively meet this need for literacy support.

Needs Assessment

In a 2002 survey, when asked to rank the three greatest needs for public library service to children and young adults, Kentucky librarians gave the following responses:

- 41%—increased programming to promote reading among all age groups from birth through age eighteen
- 62.5%—improved strategies for retaining children as readers as they become young adults
- 23%—increased outreach and multi-generational programming

Solution

Prime Time Family Reading Time will be introduced in three public libraries. While participation will not be limited to at-risk children, intense recruitment efforts will target this group. *Prime Time* discussions will draw people of all ages with low-level reading skills into a community of readers. The project will focus on families with the goal of breaking intergenerational patterns of illiteracy. *Prime Time* programs will offer opportunities for participating children to experience stimulating engagement with books even when their parents do not read fluently. This replicable program will facilitate communication between parents and children. It will highlight the public library as the best place for families to be introduced to books and reading.

Outcome

Prime Time will introduce a group of families to reading and discussing books. Participants will develop a level of comfort and enthusiasm about reading and discussing books and about using the public library. Parents and children will learn how to select appropriate books. Family communication will improve as parents and children bond around the act of reading.

Evaluation

Key Output Targets

- At least three public libraries will receive non-competitive subgrants for the purpose of conducting a series of *Prime Time Family Reading Time* programs and for assisting the State Library in developing a model for extending the program to additional Kentucky libraries in the future.
- Each participating library will enroll at least fifteen child/parent pairs (total 30 individuals) in its program.
- Each library will report at least 80% retention of participants based on a comparison of attendance at the first and last *Prime Time* sessions.
- Each library will register 100% of participants for library cards.

Key Outcome Targets

- 50% of participating parents will report that their *Prime Time* experience improved the way they talk to their children.
- At least five participants will report that their *Prime Time* experience has helped them select more appropriate books for their child/parent reading sessions.
- Three months after their *Prime Time* experience, 50% of parent participants will be able to name at least one book not on the program's book list that they have read with their children since the program.
- 50% of program participants will return to use public library services at least once after the series of *Prime Time* programs.
- From each of the three library projects, at least five individual participants who had not visited the library before attending *Prime Time*, will be recognized by library staff as "regular library users" three months after participating in the program.

The Consultant will assist participant library staff in developing and using an evaluation instrument with program participants. Subgrantee libraries will report their experiences and findings on a quarterly basis and will submit a final evaluation of the program's overall successes and/or problems. The Consultant will attend Prime Time sessions at all three locations to gather information for a final report on project activity and benefit.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Online Homework Help

Project Sub-program QALO

Objective # 3A **Project #** 04-3A1-B

KDLA Based ☐ **Needs Assessment** Children and Youth Services Survey

Subgrant ☒ (For subgrant projects include the name of the organization that will administer the project.)

To be determined non-competitively (KDLA)

Estimated Number To Be Served 3,000

Congressional District To Be Served Statewide

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input type="checkbox"/> Accessing Information | <input checked="" type="checkbox"/> Targeted Services |

LSTA Goal

- ☐ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☒ Projects that provide services to users in support of learning
- ☐ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|--|-------------------------------------|
| <input checked="" type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input type="checkbox"/> Statewide |

Project Objective

To provide children and young adults with after-school homework help by giving them Internet access to live tutoring sessions with subject area experts

Summary of Need

Public librarians often attempt to serve children and youth who have homework assignments that require assistance the librarians themselves are not equipped to provide. In most Kentucky libraries, students needing homework help far outnumber the staff available to work with them. While librarians can assist students in some subjects, almost no librarians have the range of subject area expertise to competently respond to every student request. It is argued that homework help should be the sole responsibility of schools, yet that does not alter the fact that children are routinely seeking this kind of academic assistance in public libraries. Kentucky public librarians need support for giving homework help.

Needs Assessment

2001 California State Library research documented the chief reasons teens (13—18 years of age) visited their public libraries—to conduct research for school projects and to complete homework assignments.

In 2001, Robertson County Public Library in Kentucky received an LSTA grant to address the need for homework help within its community. In this least populous county of the state, homework help was in such demand that the services created by the grant project have been continued, expanded, and currently need further expansion to address increasing student requests.

Louisville Free Public Library began offering online homework help in late 2001, and Lexington Public Library started a similar service in 2002. Both libraries report a high level of use and satisfaction.

Solution

Tutor.Com is an online tutoring service that contracts with public libraries and library systems nationwide to provide web-based services through which individual students work in live, real-time sessions with subject area tutors. The average session is twenty minutes. Students and tutors use many web-based tools for instruction—"Instant Messenger" type communication, white board technology, and hot links to web sites related to the topics of the tutoring. Tutors are trained teachers with special expertise in online instruction. After each session, students are given opportunities to evaluate the service using electronic survey forms. Kentucky Department for Libraries and Archives will work with Tutor.Com

- to develop a project that will demonstrate the value of offering online homework help in a sampling of Kentucky public libraries
- to develop and clearly document efficient procedures whereby online homework help could be extended to additional Kentucky public libraries if the demonstration project is deemed successful.

Outcome

Libraries will improve their services to students needing homework help. Students receiving online homework help receive improved grades.

Evaluation

Key Output Targets

- Approximately six Kentucky public libraries will receive one year of service from Tutor.Com to enable them to participate in an online homework help demonstration project.
- A minimum of 50 individual student customers of each participating library will have at least one online tutoring session during the project year.
- A minimum of 10 individual student customers of each participating library will have at least three online tutoring sessions during the project year.

Key Outcome Targets

- From each participating library, at least 10 students who received online homework help will report improved grades in the subjects in which they received tutoring. A control population of students will agree in advance to report their grades before and after tutoring.
- In each participating county, at least three teachers will be able to give anecdotal examples of student improvement that can be attributed to online homework help.

Librarians in each participating library will document increased and improved services to students seeking homework help. Subgrantee libraries will report their findings, experiences and results on a quarterly basis. Subgrantee libraries will submit a final evaluation of the program's overall successes by comparing before and after statistical data. Libraries will supply anecdotal as well as survey information regarding the benefits of the program. Tutor.Com will provide web based reports, with comments and satisfaction ratings.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Summer Reading Promotion

Project Sub-program QALO

Objective # 3A **Project #** 04-3A2

KDLA Based ☐ **Needs Assessment** Summer Reading Evaluation, Children and Youth Services Survey

Subgrant ☒ (For subgrant projects include the name of the organization that will administer the project.)

Kentucky Educational Television Foundation

Estimated Number To Be Served 91,307

Congressional District To Be Served Statewide

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input type="checkbox"/> Accessing Information | <input checked="" type="checkbox"/> Targeted Services |

LSTA Goal

- ☐ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☒ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☐ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|--|-------------------------------------|
| <input checked="" type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input type="checkbox"/> Statewide |

Project Objective

A partnership between Kentucky Educational Television, Kentucky Department for Libraries and Archives, and other partners will produce promotional materials for the purpose of attracting school age children to their local public libraries and specifically to summer reading programs.

Summary of Need

Summertime is when summer reading programs, one of the most successful statewide children's programming, take place. It often gets very difficult and sometimes impossible for libraries to promote and publicize their summer reading program. Some visit local schools to distribute flyers, or make announcements on local radio stations. However, there is a great demand for a more widespread promotion targeted towards school children.

Needs Assessment

Community members that are aware of the summer services the library provides are often pleased with the results they see in their children. However, in their annual summer reading evaluations, it has been evident to many librarians that promotion of the summer program is one of their community's greatest needs. Some realized the surprising impact that a visit to their local school made on their summer reading program. Others left promotional materials and registration forms at the schools only to discover that a large number of them had come to the library after finding out about the library's program at their school.

Solution

This will be the second year for Kentucky Educational Television and other potential partners to be involved in a televised promotion of the summer reading program. Children and young adults will be able to view promotional video or series of videos in their classrooms and while at school. Students will have an opportunity to discuss the summer program with their teachers and other students.

Outcome

As a result of aggressive advertisement and promotion of summer reading within each classroom, more children and young adults will have an opportunity to be involved in the program during their summer vacation. Their contact with books and the library setting will help them retain the reading skills they acquired during the previous school year and give them a jump start for the upcoming year. Children will also be able to associate reading with another form of rest and relaxation.

Evaluation

Key Output Targets

- A professionally produced summer reading program promotional material will be produced and ready to be televised statewide on Kentucky Educational Television by April 2004.
- At least half of the state's public school classrooms will view the summer reading promotions.
- There will be a visible increase, by at least 10%, in the number of summer reading program enrollments.

Key Outcome Targets

- 50% of the children and young adults that have viewed the summer reading promotion will register for the summer reading program at their local public library.
- At least 50% of public school teachers viewing the summer reading promotion will request further information from their public library.

Public librarians will informally interview teachers and summer program participants concerning the televised summer reading promotion. Public librarians will keep a record of those who registered for the summer reading program and viewed the summer reading promotion. They will then report their findings in their final evaluation, to be submitted at the end of the program.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Early Childhood Development Subgrant

Project Sub-program QJAL

Objective # 3B **Project #** 04-3B1

KDLA Based ☐ **Needs Assessment** Children & Youth Services Survey, Summer Reading Evaluation, Eval of 2002 Regional Youth Serv Train Grants

Subgrant ☒ (For subgrant projects include the name of the organization that will administer the project.)

To be determined competitively (KDLA)

Estimated Number To Be Served To be determined

Congressional District To Be Served Statewide

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input type="checkbox"/> Accessing Information | <input checked="" type="checkbox"/> Targeted Services |

LSTA Goal

- ☐ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☒ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☐ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|--|-------------------------------------|
| <input checked="" type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input type="checkbox"/> Statewide |

Project Objective

To stimulate the creation of developmentally appropriate public library services for children from birth through three years of age, their families, and caregivers.

Summary of Need

Optimal school readiness depends chiefly on language development. Language development begins at birth. Excellent public library service can help families and caregivers of children from birth through three years of age understand how sharing books and reading aloud to babies will stimulate and promote language development. For these children, developmentally appropriate public library collections and services lay the groundwork for future academic success.

Needs Assessment

During 2002, a significant number of Kentucky's public librarians have continued to be active on their Community Child Care Councils established under the authority of Kids Now, the Kentucky Governor's Early Childhood Initiative. Slowly but surely, child care providers are beginning to see the value of working with their public libraries on emergent literacy issues. Increasingly, they are requesting collections and services for the children in their charge.

Increasing numbers of public libraries are offering programming for babies both in their library buildings and at outreach sites. More and more librarians are modeling techniques to stimulate infant language development through reading books and sharing poetry, songs, and games.

To support this newly developing service, the State Library offered extensive training at its statewide children's services conference in September of 2002. The training was well received, and many librarians' written evaluations showed that it underscored the need to reach children from birth through three years of age by initiating infant/toddler programming. The same was true of regional training opportunities offered to small groups of librarians during 2002. Gradually Kentucky librarians are coming to understand that offering emergent literacy services might be their most important work.

Solution

Subgrants ranging from a minimum of \$2,000 to a maximum of \$10,000 will be awarded competitively. Each public library receiving a subgrant will implement a new developmentally appropriate project for children from birth through three years of age, their parents, and/or caregivers.

Outcome

Recipient libraries will improve their services to children from birth through three years of age, their families, and/or caregivers. Target populations of the subgrants will increase their use of library materials and services.

Evaluation

Key Output Targets

- At least 2 libraries will receive subgrants to develop local early childhood services.
- Output targets specific to each project will be added at the conclusion of the grant award process.

Key Outcome Targets

- Outcome targets specific to each project will be added after the subgrants are awarded.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Training Equipment / Data Projector Grants

Project Sub-program QBAO

Objective # 4A **Project #** 02-4A1

KDLA Based ☐ **Needs Assessment** KDLA/KYVL Training Survey
Public Library Services Forums

Subgrant ☒ (For subgrant projects include the name of the organization that will administer the project.)

To be Determined

Estimated Number To Be Served To Be Determined

Congressional District To Be Served To Be Determined

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input checked="" type="checkbox"/> Accessing Information | <input type="checkbox"/> Targeted Services |

LSTA Goal

- ☒ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☐ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|--|-------------------------------------|
| <input checked="" type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input type="checkbox"/> Statewide |

Project Objective

To provide grants to purchase equipment sets that include the basic set of: data projector, amplifier, speakers, wireless microphone, and carrying case, and any of the following component parts as appropriate: AV cart, screen, VCR and/or DVD player, laptop computer with DVD player, software, etc. which will be used to provide training, presentations and video/DVD programs in the local library and community at large

Summary of Need

Libraries need equipment which will allow them to provide technology based training at a local level. This same equipment is needed to show videos and DVDs to large audiences. Community organizations and businesses need this equipment for use in presentations and training opportunities.

Needs Assessment

The "Public Library Services Forums" begun in 2001 held by KDLA across Kentucky continue to be held. Three of the identified values that were brought forward and continue to be discussed are life-long learning, technology and pride. The more information that is available to library clients the better equipped they will be to pursue wide-ranging personal and professional interests to assist them in their pursuit of learning throughout their lives. Libraries continue to forge ahead to provide clients with information that they need in the most effective and efficient manner possible. Technology provides the means to accomplish this project. It has already been well proven through the initial phase of this project that libraries can take a great deal of pride in having such sophisticated equipment as this to loan to community businesses and organizations for their use.

In July 2002, KDLA and KYVL staff met to continue their partnership in conducting their third annual training Needs Survey. Because of severe staff shortages at KYVL, the survey was created but never mounted and conducted. Subsequently, we will rely upon the results of our previous year's survey for now. We also have comments from the last round of extremely successful Gate's Foundation Grant supported technology based training which ran through November 2002 which continues to validate the findings of the 2001 survey. Over 400 library staff members from all types of libraries throughout the state responded through websites or on paper about what they wanted to learn about and how, when, and where they wanted that training. Technology related and based training was a significant part of this survey. It was also expressed that the potential participants would prefer training to be as close to their home base as possible.

All public library staff and clients need technology based training. The more localized this training can be the more effective it is. Unfortunately, few public libraries have either the physical space or the fiscal resources to have and maintain a computer lab in their facilities. However, most have either a meeting room or some space in which they could train people. Crowding around a computer monitor in these situations is not the ideal solution. Utilizing a data projector would allow better visual access to information being presented. There is also a need to be able to project videos and DVDs to a large audience. To date, the only methods that could be used to project image media to large audiences were either 16mm film projectors or large screen TV theater units with video and DVD capability. Many public libraries still utilizing 16mm projectors but keeping them operating is a major challenge both in locating someone to fix them and in paying for this specialized service once it's located. TVs and VCRs

are available at some public libraries but these are only effective with very small groups. Many libraries are not providing media programming for large audiences because they have no method of projecting videos or DVDs for large audiences. Training in the actual use of these units and discussion of and planning for use strategies for these data projection units will need to occur since most public libraries have not had access to this technology previously. Community organizations some of which already use public library meeting spaces have need of the use of at a minimum a data projection unit for presentation or training purposes.

Solution

KDLA will offer and administer non-competitive grants and competitive grants based on the final outcome of the 2003 project. These funds will be used to purchase data projector configurations which are appropriate to the communities' needs. These configurations would include the basic configuration of a data projector, amplifier, speakers, wireless microphone, and carrying case. This grant could also support the purchase of any of the following equipment: AV cart, screen, VCR and/or DVD player, laptop computer with DVD player, software. Other equipment and materials will be considered on a case by case basis depending on the activities that are proposed by the applicant library. Training by KDLA staff will also be provided if requested by the recipients.

Outcome

These units will allow libraries to have access to more timely technology based training on a local level. Public libraries will be able to use these units to project videos to large audiences. Public libraries will be able to more readily partner with community organizations for presentations and training.

Evaluation

Key Output Targets

- Public library staff will utilize this equipment for presentation and/or training purposes 10 times during each full year.
- Community organizations and businesses will utilize this equipment for presentation and/or training purposes 10 times during each full year.

Key Outcome Targets

- Clients at the recipient libraries will be served by library staff who are more confident in their knowledge and skills and will subsequently provide more accurate and complete responses to information requests.
- Members of community organizations and businesses will have better informed and skilled members and workforces as a result of training opportunities and presentations.

Subgrant recipients will submit semi-annual reports relating progress, statistical and anecdotal information. The project monitor will submit a summary of all the results and impacts of all subgrants at the end of the project.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Continuing Education and Training for Staff - KDLA

Project Sub-program QCG0

Objective # 4A **Project #** 01-4A2

KDLA Based ☒ **Needs Assessment** Public Library Services Forums/Strategic Planning Process

Subgrant ☐ (For subgrant projects include the name of the organization that will administer the project.)

Estimated Number To Be Served 166

Congressional District To Be Served Statewide

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input checked="" type="checkbox"/> Accessing Information | <input type="checkbox"/> Targeted Services |

LSTA Goal

- ☐ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☒ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☐ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|-----------------------------------|---|
| <input type="checkbox"/> Public | <input checked="" type="checkbox"/> Special |
| <input type="checkbox"/> School | <input type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input type="checkbox"/> Statewide |

Project Objective

To provide funds for State Library Staff for training, continuing education, higher education classes, workshops and seminars to assist staff to continuously improve their skills and knowledge so that they can more accurately assist patrons and libraries meet their needs. Also to provide for training for supervisors to increase the supervisory skills in the agency.

Summary of Need

The need is to fulfill employees' requests for training to meet the demands placed upon them for increased skills and knowledge so they can better serve their customers and to meet the needs of improved skills required for supervisory staff.

Needs Assessment

The Kentucky Department for Libraries and Archives is committed to having a trained and well-prepared workforce, as well as skillful and knowledgeable supervisors. In order to provide the services our citizens and public agencies require and demand, these are areas in which a continuing investment must be made. Staff training is a focus of KDLA's strategic plan which states that KDLA will create a comprehensive plan to provide opportunities for employee continuing education and training that will enhance skills and productivity in the workplace. Having developed a "Training Institute" for the agency to set a standard for continuous training and education for employees, a need was established for all staff to increase their skills and knowledge annually. Likewise, in an earlier strategic planning process the need of improved supervisory skills was established. Therefore, requests for classes, workshops and training have increased significantly.

Solution

To meet these increased requests for continued education and provide opportunities for staff to take classes either through the Governmental Services Center, the Governor's Office for Technology, outside vendor training and/or higher education classes, funding must be provided to support the costs. The following will be done:

1. A schedule of workshops and class instruction will be offered at the Governmental Services Center on a quarterly basis. Some will be provided on-site at the State Library. Other training classes will be offered at various locations in the state including sites in the form of videoconferences.
2. Employees will be encouraged to participate in training and continuing education through promotional materials, via e-mail and in division meetings.
3. Funds will be allocated for external training instruction, seminars and workshops and some travel to attend sessions.
4. Funding is also included for field staff and library consultant training in special areas.
5. Videos, CD's and manuals will be purchased for frontline self-instruction at training workstations, which the Information Technology Team's Training Workgroup will support and maintain.
6. The Governor's Office for Technology will provide technological training through their Training Branch.
7. Funding will be used to support staff participation in selected conferences, seminars and meetings, which offer learning opportunities.

8. The KDLA Strategic Plan, Goal #3, Objective #2 states “Create a comprehensive plan to provide opportunities for employee continuing education and training that will enhance skills and productivity in the workplace.” To meet this objective, a cross-divisional training team was appointed and developed a formal plan for training and education. The project resulted in a “Training Institute” and was adopted by management as the standard for staff to increase knowledge and skills. This year the team revisited the plan and revised it for improved wording and understanding.
9. One large-scale training day will be offered for the entire staff, approximately every 18 months, in the spring or fall. This project will provide support for the program, speakers and operating expenses.
10. A quarterly series of seminars will be held to assist the supervisory staff improve knowledge and skills to improve their abilities to supervise and lead employees.

Outcome

Staff will be better equipped personally and professionally to meet the State Library’s customers’ needs. The project will produce a better-trained, more mature workforce who can more capably deal with conflict, problems, concerns and issues, as well as providing service in the most efficient means. It will also produce more knowledgeable managers equipped with timely skills and techniques to better develop their staff.

It is projected that 100% of the full-time permanent staff will take training this year. Last year more than 450 hours of training were utilized. With greater demand and awareness of the importance of education to be relevant in the workplace, through the Training Institute, this number is expected to increase.

Evaluation

Key Output Targets

- 100% of employees will attend at least two continuing education training sessions to meet the standard set forth by the Training Institute (see attached “Training Institute”).
- Four training sessions will be offered for all supervisory staff during the year.

Key Outcome Targets

- At least 75% of staff will indicate that they feel better equipped to do their job and better understand workplace skills or are more proficient in their work.
- At least 50% of staff will indicate that Staff Development training was relevant to their needs.
- At least 60% of supervisors will indicate that they benefited from the Forums through evaluation forms.

Also, staff will indicate through their testimonials how they have changed as employees, and how they are better (or worse) equipped to do the job they were hired to do. Randomly selected staff will be interviewed to assess what difference these classes/training have made in their work and service to clients. Staff members will complete an evaluation form at the end of Staff Development rating the success of the day with comments on what was useful and what was not.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Continuing Education – Public Libraries

Project Sub-program QAPO

Objective # 4A **Project #** 04-4A3

KDLA Based ☐ **Needs Assessment** KDLA/KYVL Training Survey

Subgrant ☒ (For subgrant projects include the name of the organization that will administer the project.)

Estimated Number To Be Served 2,000

Congressional District To Be Served Statewide

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input type="checkbox"/> Accessing Information | <input checked="" type="checkbox"/> Targeted Services |

LSTA Goal

- ☐ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☒ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☐ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|-----------------------------------|---|
| <input type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input checked="" type="checkbox"/> Statewide |

Project Objective

To provide training through workshops, grants, conferences and institutes directed at library personnel, governing board members, administrators, and volunteers. Expanded education and awareness among those involved will benefit library users in acquiring new knowledge and skills.

Summary of Need

Kentucky law requires librarians and library staff working with the public to be certified. Job positions dictate the minimal level of certification and formal education is the primary factor. Renewal of certification is required every five years and continuing education is the chief source of renewal points. Although not the only provider of continuing education in Kentucky, the Kentucky Department for Libraries & Archives has recognized its educational role and taken a lead in providing CE activities for library staff. The ultimate goal of having better-trained staff is better libraries giving the best service possible to their communities. The trustees on the boards for public libraries have an important job to do and need information on their responsibilities to the library and their community. This project does not forget trustees. CE events sponsored by KDLA and others will be included on the Continuing Education calendar on the department's Web page.

Needs Assessment

In June 2001, KDLA, the Kentucky Library Network, and the Kentucky Virtual Library partnered to conduct the second annual Training Needs Survey. Over 400 library staff members from all types of libraries throughout the state responded through web sites or on paper about what they wanted to learn about and how, when, and where they wanted that training. This information gathering process was not conducted in 2002 as it had been planned, but will happen in 2003.

Solution

A variety of events such as workshops, teleconferences, institutes, and conferences sponsored by KDLA and financial assistance are parts of the project. The Field Services Division also has librarians in regional offices across the state serving as consultants. With day-to-day contact with trustees, directors, and library staff they personally see gaps and needs in training. The project provides funds to be used by the regional consultants in consultation with the statewide CE consultant for regional CE opportunities. As stated earlier, KDLA is not the only source of CE opportunities. The service population may elect to attend non-KDLA sponsored short-term events or to take classes that relate to their responsibilities. Financial assistance in the form of registration and tuition payments is possible and primarily used by the regional consultants. The anticipated activities planned by the statewide consultant for the fiscal year include:

- The 2004 **Trustees Institute** will offer multiple locations for an evening meal and program that will address an important issue as well as the opportunity for the trustees to network with others.
- KDLA will organize a three-day conference for children's and youth services librarians in September 2004. The **Widening Circles Conference** will offer intensive, high quality training and an opportunity for networking with their peers.
- The Bookmobile and Outreach Services Conference is conducted on odd-numbered years, but 2004 is the 50th anniversary of the state library's bookmobile program. An observation of the **Bookmobile Golden Anniversary** is planned to take place at the State Fairgrounds in Louisville.

- Current budgetary restrictions are affecting the replacement of library materials that still have value to the collection. A **Repairing Library Materials** workshop will be offered in two locations in the state. Previous book repair workshops have been very popular and requests for more have been received by the regional and statewide consultants.
- An important part of collection development is weeding outdated, worn, and unused materials. Having a collection that is accessible, attractive, and meets local needs impacts library service. A **Weeding** workshop will be offered during FY 2004.
- A **Library Managers' Institute** with a variety of sessions over two days will attract new and experienced public library managers. A variety of topics will impart critical skills and techniques. The Public Library Association's "Staffing for Results: A Guide to Working Smarter" may be a component.
- A **Fundraising and Partnership Development** program will have a ready audience in library board trustees and directors.
- With the **Support Staff Symposium** KDLA plans to continue its relationship with the Greater Cincinnati Library Consortium, a multi-type library organization. KDLA has partnered with GCLC in presenting a day of sessions directed specifically at library support staff. Part of the funds will go toward direct conference support while the rest will be used to subsidize part or in whole the registration of Kentucky public library support staff.

Outcome

The Kentucky library community will be aware of the possibilities, challenges, and issues that concern libraries today. Trustees, librarians, and library staff will meet colleagues from other institutions and share and learn from each other. Local programming and management will reflect the insights gained from the training opportunities and the exchanges with others. The CE calendar will be updated regularly. All events not requiring a registration fee will have online registration.

Evaluation

Key Out put Targets

- 900 individuals will participate in CE activities planned by the regional and state-wide consultants.
- The CE Calendar will have increased usage by the number of hits which will increase by 25%.

Key Outcome Targets

- 75% of programs participants will relate that they gained at least one new skill or enhanced their present skills to help them more effectively serve their library customers.

Evaluations at the end of all events will be conducted to collect comments on the specific event, how the information presented will be utilized at the library, and topics for future events. They will report the extent and practicalities of knowledge gained at the training event and evaluate the presenter and location.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Continuing Education - Public Libraries - Trustee Conference

Project Sub-program QAPO

Objective # 4A **Project #** 04-4A3-A

KDLA Based ☐ **Needs Assessment** Public Library Services Forums

Subgrant ☒ (For subgrant projects include the name of the organization that will administer the project.)

Kentucky Library Trustees Association

Estimated Number To Be Served 675

Congressional District To Be Served Statewide

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input type="checkbox"/> Accessing Information | <input checked="" type="checkbox"/> Targeted Services |

LSTA Goal

- ☐ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☐ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☒ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|--|-------------------------------------|
| <input checked="" type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input type="checkbox"/> Statewide |

Project Objective

To provide a grant to the Kentucky Library Trustees Association for the expenses of attendance at the joint Public Library Section/Kentucky Library Trustees Association conference by one trustee per library development region.

Summary of Need

Members of public library boards often have little background in the operation and services of public libraries. The conference helps to keep trustees up-to-date with the latest developments in the library environment, as well as providing information related to board operation and management.

Needs Assessment

The process by which vacancies on a board are filled is determined by the method by which the board was established. The two basic methods are: The current board submits for approval two names per vacancy to the state librarian and commissioner who then sends them onto the local county judge-executive. That official, with the approval of the fiscal court, appoints one of the two. The other method is for the local mayor or county judge-executive to simply appoint an individual. State regulations do not give minimum qualifications, so the level of the experience and knowledge of trustees with the library, its operations, and their duties can be none. Preparation leads to better performance. In the 1999 edition of the Kentucky Public Library Trustee Manual a letter from the State Librarian and Commissioner states "...good Boards mean good libraries; and that outstanding Boards mean outstanding libraries." Regional consultants work with the boards and provide training, but contact with other trustees and library specialists at statewide meetings adds an important dimension to their knowledge. Previous recipients have stated they were very glad they made the time to attend the conference and learned a lot.

Solution

Public library board trustees may submit applications in a competitive process for funds to cover their travel expenses to the spring conference. The criteria for selection included the library development regional and status of previous applications. The conference registration and payment are made by KLTA for the selected trustees. Individual checks for travel are paid to the successful applicants.

Outcome

Trustees, who have not received a grant previously, attend the conference and take advantage of the variety of sessions and speakers at the conference to gain new knowledge and hear about what other libraries are doing.

Evaluation

Key Out put Targets

- Applications for trustee grants will increase to at least five per library development region with the majority of them from new applicants.
- Twelve public library board trustees, one from each library development region, will receive funding and attend the joint PLS/KLTA conference.

Key Outcome Targets

- At least two-thirds of attendees will return evaluation forms and will relate a positive way they have applied conference skills in their work on the Board.
- At least 75% of the attendee's will relate that they feel more confident in the decisions they make concerning the library.

A post-conference evaluation form will be sent to the home address of all attendees. Regional Consultants attending board meetings after the spring conference will report their observations to the CE Consultant.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Regional Consultants and Assistance

Project Sub-program QAAO

Objective # 4B **Project #** 04-4B1

KDLA Based ☒ **Needs Assessment** Public Library Services Forums and Public Library Standards

Subgrant ☐ (For subgrant projects include the name of the organization that will administer the project.)

Estimated Number To Be Served 1,873,130

Congressional District To Be Served Statewide

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input type="checkbox"/> Accessing Information | <input checked="" type="checkbox"/> Targeted Services |

LSTA Goal

- ☐ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☐ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☒ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|--|-------------------------------------|
| <input checked="" type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input type="checkbox"/> Statewide |

Project Objective

To provide training, experience and knowledge for public library personnel and their governing boards in order to strengthen public library development, and all phases of public library operations and administration in Kentucky.

Summary of Need

Kentucky's 118 public libraries are governed by volunteer boards. Many require assistance to prepare for the effective planning, implementation and evaluation of public library programs and services. Many library directors also require assistance in developing, administering and promoting quality public library programs. These needs have been greatly increased in today's rapidly evolving information environment. For these reasons, it is imperative that the state library provide trained professionals to advise and guide local public library personnel and trustees. The recent budget crisis, and resulting cuts in services to public libraries by KDLA, has further increased the need for qualified consultants to train library directors and trustees.

Needs Assessment

Through attendance at regional library director meetings and library board meetings, regional librarians observe the knowledge and training level of trustees and staff throughout Kentucky. These observations have revealed that many trustees and staff are in need of assistance from professional librarians who have received specialized training. Many boards cannot afford to hire staff with graduate level training in librarianship and rely on regional consultants, all of whom are required to have graduate level library degrees, for guidance on a variety of issues. Strategic planning has revealed that included among the significant issues impacting public library development are collaboration and networking, training and development, technology and the introduction of new programs and services.

Solution

The solution is a network of trained professionals to provide assistance to library trustees and library directors. Regional librarians, administrative assistants and a branch manager will form a network of public library development specialists. They promote the full development of Kentucky's public libraries by acquiring new or updated skills or concepts through continuing education. They will use these skills to promote democracy, lifelong learning, neighborliness, pride and the importance of technology. Kentucky Public Library Standards: Direction and Service for the 21st Century will continue to provide a yardstick for review of public libraries as well as a blueprint towards their evolution into fully developed public library programs. Assisting public libraries with achieving compliance with basic standards, as well as strategic planning, will be a top priority for consultants.

Outcome

This project will provide public library boards and directors with an accurate and comprehensive evaluation of the status of their public library program. With this knowledge, trustees and library directors will have the expertise to pursue efforts in strategic planning, compliance with library standards and programs that provide fully developed library services. A coordinated effort for providing professional guidance to trustees and library directors will be achieved through meetings between the branch manager and regional consultants that focus on planning and organizational development.

Public library trustees and directors throughout Kentucky will be provided with expertise from consultants in the areas of budget management, policy development and procedures, grants and programs, continuing education, collection development, statistical reports, legislation, automation, technology, community relations, long range planning and more.

Evaluation

Key Output Targets

- Regional consultants will make at least 800 site visits to public libraries to assist libraries in developing library programs.
- The branch manager will meet with regional consultants at least 40 times to coordinate and assist with projects and program development.
- Regional consultants will facilitate at least 100 meetings to offer advice and consultations to public library boards.
- Regional consultants will participate in at least 75 educational opportunities.
- Regional consultants will work with public library boards and directors in 25 counties to review the status of self-evaluation and planning efforts.

Key Outcome Targets

- At least 10 public libraries will begin to use Kentucky Public Library Standards: Direction and Service for the 21st Century to evaluate the status of their library programs.
- At least 25% of public library directors will report an increase in skills, understanding of library issues and confidence in doing their jobs of providing library services.
- At least 10% of library trustees surveyed will report they feel more confident when making decisions affecting their libraries.

Regional consultants will keep statistics of their activities concerning site visits, consultations, and training opportunities, etc. Phone calls will be made to library directors and trustees selected randomly concerning the services of that regional program and the difference it has made in their services. Information will be continually reviewed.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Library Consultant Resource Support

Project Sub-program QACO

Objective # 4B **Project #** 04-4B1-A

KDLA Based ☒ **Needs Assessment** Public Awareness

Subgrant ☐ (For subgrant projects include the name of the organization that will administer the project.)

Estimated Number To Be Served 1,873,130

Congressional District To Be Served Statewide

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input type="checkbox"/> Accessing Information | <input checked="" type="checkbox"/> Targeted Services |

LSTA Goal

- ☐ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☒ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☐ Projects that use adaptive technologies or special service's to improve access
- ☐ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|-----------------------------------|---|
| <input type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input checked="" type="checkbox"/> Statewide |

Project Objective

To assist regional and statewide consultants with needed professional tools to assist public library staff, directors, and trustees in their quest for growth improvement and to provide the branch manager with literature and other necessary training resources.

Summary of Need

A majority of public libraries in Kentucky are being directed by non-degreed persons. This, lack of formal and professional education creates a gap in the types of services being offered at many local libraries. Such disparity causes many public library staff and directors to look toward the state library for assistance with a variety of needs; some seek advice, some with current professional literature, and some look for onsite visits, or meetings with boards and staff.

Needs Assessment

There is a slow, but sure growth in the number of public library staff with college degrees. The fact remains that there are, even today, about 200 staff holding a Temporary certificate. They need to be equipped with various tools to move them forward and eligible for acquiring a Library Certificate, a Paraprofessional or a Professional certificate. Temporary certificate holders do not have the needed minimum of 6 college credit hours in library science.

This is one of the evidences that consultant with a statewide specialty and regional consultants need to be ready and adequately equipped to accommodate public library staff who come to them for assistance.

Solution

Funds will be used to support activities in the Program Development Branch. Depending on available opportunities for training, there may be some out-of-state traveling. The branch manager will, more than likely, attend local, regional, and statewide events as the need arises. The manager will travel throughout the state to monitor grant projects and to assist recipients with concerns related to their project.

Regional consultants will assist local libraries with a wide range of issues from library governance, to cataloging, to personnel, to intellectual freedom and collection development. Resources and subscriptions to journals will assist libraries with productive and efficient planning, management, promotion, implementation and evaluation of the services they provide to their community.

Outcome

At least one library that is currently below the minimum standards will at least meet the minimum requirement. Consultants will use information they gleaned from their readings to assist at least one public library. Manager will glean new ideas from attending statewide conferences and will build networking among public librarians statewide. The branch manager will have a first hand knowledge of programs taking place at local libraries.

Evaluation

Key Output Targets

- Consultants and branch manager will subscribe to a minimum of 50 journal titles.
- At least 5 books will be purchased for a specific library need.
- The branch manager will attend at least 2 statewide conferences.
- The branch manager will visit 100% of the Programming subgrant recipients at their libraries as the project monitor.
- Manager will make a presentation at a library or a conference on public library related issues.

Key Outcome Targets

- At least 30% of regional consultants will report improvements or programs that have been made in their region as a result of information read in the professional literature.
- 75% of statewide consultants will route and share various resources with public library staff in their regions and will reveal the benefits through written evaluations.

The project monitor will contact Regional Consultants to gather anecdotal information about the benefits of the shared resources with library staff. The consultants will also be able to indicate that library staff and trustees are more aware of the services offered to them because of the increase in the number of calls they received requesting assistance. Progress and benefits of this project will be reported through mid-year and annual reports.

FY 2004 KENTUCKY LSTA PROJECT

Project Title Library Programming Subgrants

Project Sub-program QJAC

Objective # 4C **Project #** 04-4C1

KDLA Based ☐ **Needs Assessment** Public Library Services Forum

Subgrant ☒ (For subgrant projects include the name of the organization that will administer the project.)

To be determined competitively (KDLA)

Estimated Number To Be Served 1,873,130

Congressional District To Be Served Statewide

LSTA Purpose

- | | |
|---|---|
| <input type="checkbox"/> Linkages Among Libraries | <input type="checkbox"/> Consortia/Sharing |
| <input type="checkbox"/> Linkages With Others | <input type="checkbox"/> Computers/Telecommunications |
| <input type="checkbox"/> Accessing Information | <input checked="" type="checkbox"/> Targeted Services |

LSTA Goal

- ☐ Projects that make content available in all appropriate media
- ☐ Projects that enhance access by improving electronic networks and linkages
- ☐ Projects that enhance the ability of the staff to provide electronic services
- ☐ Projects that support literacy for children and adults
- ☐ Projects that involve helping library users to acquire new knowledge and skills in our rapidly changing society
- ☐ Projects that provide services to users in support of learning
- ☐ Projects that use adaptive technologies or special service's to improve access
- ☒ Community outreach projects that target the underserved
- ☐ Community outreach projects that target the unserved
- ☐ Projects that encourage and support partnerships
- ☐ Programs that support and encourage advocacy for libraries and library services

Libraries Served

- | | |
|--|-------------------------------------|
| <input checked="" type="checkbox"/> Public | <input type="checkbox"/> Special |
| <input type="checkbox"/> School | <input type="checkbox"/> Multi-type |
| <input type="checkbox"/> Academic | <input type="checkbox"/> Statewide |

Project Objective

To promote library programming as a significant tool for advancing the educational, cultural, social, and economic needs of every resident in a given community; while advancing the public relations efforts of the local library and its wide range of services to the local community.

Summary of Need

Libraries have been in existence for centuries. Unfortunately, the old stereotype that libraries are nothing more than a warehouse of books has not been eradicated from today's so-called modern and sophisticated society.

In spite of effectively meeting the many needs of adult and children users, programming receives less attention than other services. Many in our society are reluctant to use their local library because of misinformation and misconceptions about the library. People need frequent reminders that today's libraries are not only different but affordable to everyone. Programs will do that by breaks barriers for citizens who are reluctant about walking into a library. It becomes necessary to showcase the value of public libraries through programming activities by attracting those who, for one reason or another, are unsure about walking into a library.

Today's public library can mean many things to many people. To a rural resident, it may be the only contact to the outside world. To a student, it provides assistance with homework, research, college plans, and future careers. To an immigrant, a library may be the only place to learn a second language or experience technology. For the unemployed, it may be their last hope. To infants and children, it's a place where they get their earliest beginnings. A wide range of individual and group needs must be met through programming.

Needs Assessment

Regardless of the size or type of library, programming is an essential service. Successful programs have a tremendous impact on public relations and on enhancing the library image. Many citizens got their start by attending a public library community event where further use of its resources led to some positive experiences. Programs conducted in the community often require a fee, thereby prohibiting many people from attending. Whether it is storytelling, book discussion, or computer instruction, free library programs build a level of trust and a positive influence on the library.

When programs that focus on parent child participation are offered, libraries often find out that patrons are eager for additional programs. Programs allow patrons time to learn useful techniques while breaking down the barriers of their own unfamiliarity and levels of discomfort. Victory is won when a 'Reader's Theatre' on the Civil War, using excerpts from Civil War letters and manuscripts attracts 200 people, many of whom may have never been in the library; including the photographer, the reporter, or the person who owns the local paper.

In order for libraries to be a vibrant part of the information age, they must be actively involved with providing access to and training for technology. Access to information resources of all kinds is vital and there is justifiable concern that no one be left behind as the Information Age continues to unfold. Programming serves as a way to reach those who have access limitations or who, regardless of their social, cultural, educational, or economic backgrounds have technological needs.

Libraries focus on specific local needs because the intent of programming is to address ways of attracting the community to valuable and free services provided at the library. There are disadvantaged segments in every population. This may include inter-city children, rural residents, the homeless, the handicapped, the aged, and those who might be mentally or physically challenged. Then there is the more fortunate groups in society that may include a businessman, a student, an educator, and the affluent. Every person has special needs that the library can and should be able to fulfill. With programming, the library can reach out and offer assistance and services as nothing else can.

Solution

In an effort to reach the goal of improving access to, and providing resources, services and personnel to areas of the state in which library services are inadequate; and in order to promote the development and improvement of communities throughout the state; public libraries will be given an opportunity to apply for grant funds to develop and support creative public library programming projects. Areas for subgrant funding may include, but are not limited to a series of events on topics such as:

- Public relations
- Diversity projects
- Language proficiency
- Job and career planning
- Technology
- Outreach
- Literacy
- Parenting
- After-school programming
- Cultural activities
- Book discussions

All activities will focus on one or more of the following segments of society. This list is not all inclusive.

- The elderly
- Infants and children
- Young adults and adults
- Economically, socially or culturally disadvantaged
- Urban and rural residents
- The mentally or physically challenged
- Areas of the state in which library services are inadequate
- The educated and the illiterate

Two subgrants specifically geared towards services to children and young adults will be awarded.

- **The Cooperative Programming Subgrant** – To allow groups of 3 or 4 librarians to create a children's program that will be taken to each participant's library and one other library that has been selected with input from KDLA's Children and Youth Services Consultants.
- **Teen Advisory Groups** – To allow librarians to establish a teen advisory group in their library. Existing teen advisory groups may use funds for training and/or programming for that age group.

Outcome

Specific outcomes will be documented after grant awards have been made; however, some of the overall expected outcomes are that:

- Programming will strengthen the library as a vital part of the community.
- There will be an association of pleasure with reading activities.
- Self-esteem will be maintained or increased.
- There are places and people to help someone find information.
- Acquire knowledge and skills necessary for gainful employment and personal relationships.
- One obtains a healthy knowledge of oneself as a unique person with special abilities.
- All citizens attain rudimentary independent research skills at any age.
- Reach, enrich, and fulfill the personal and professional interests of every generation of users.

Evaluation

Key Output Targets

- A minimum of 5 and a maximum of 25 subgrants will be awarded.
- Specific output targets will be recorded soon after grants are awarded to public libraries.

Key Outcome Targets

- Specific outcome targets will be recorded after grant awards have been made.

LSTA Administration

The Kentucky Department for Libraries and Archives is the State Library Administrative Agency charged with the administration, planning, monitoring and evaluation of programs authorized by the Library Service and Construction Act. As such, the State Library will comply with the Federal share and maintenance of effort levels described in SEC.223 of the LSTA and will use not more than 4% of its allotted funds on administrative cost for this program. The LSTA programs and regulations will be administered, supervised and monitored under this project. Administrative funds will be used to support operation expenses and staff to sufficiently administer the statewide program; State Advisory Council activities; and state wide planning.

The Kentucky Department for Libraries and Archives does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or the provision of services. This publication will be made available in alternative format upon request.

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